

**Wellness Pharmacy and Compounding Center** answers some Frequently Asked Questions (FAQs) about our pharmacy, products, and services.

**What products and services are offered at Wellness Pharmacy and Compounding Center?**

We offer a range of pharmaceutical products and services, including Specialty Compounding, Free Delivery, Patient Counseling, Medical Supplies, and Diabetes Supplies and Necessities. We also offer other services such as Vaccinations, OTC Medications, and other medical supplies.

**How can I refill my medication(s)?**

Refill instructions are available at <http://www.wellnessraleigh.com/>. You may also call us at **919-964-5656** for assistance.

*Note: If pre-authorization is required prior to refilling your prescription, a member of our staff will immediately inform you. Our staff can offer assistance with the pre-authorization process.*

**My prescription was filled at a different pharmacy. How do I transfer my prescription to Wellness Pharmacy and Compounding Center?**

To transfer your prescription to our pharmacy, contact us at 919-964-5656 or you can fill out our convenient online form here: <http://www.wellnessraleigh.com/pharmacy-rx-transfer>.

What should I do if the delivery of my medication(s) is delayed? Contact us immediately at 919-964-5656.

**How much does my medication(s) cost?**

Costs vary depending on the type of medication(s) you have and the number that you will purchase. Rest assured, you will immediately be notified of the cost once a prescription has been processed. If you have any questions about costs, co-insurance, co-payments, and deductibles, our pharmacy staff is always ready to answer your inquiries.

*Note: Depending on healthcare coverage, some patients may be eligible for enrollment to prescription drug assistance programs. A prescription drug assistance program can cover some out-of-pocket costs. Our staff can assist with this process.*

**My insurance does not cover my medication. What should I do?**

In the event that your insurance does not cover your medication expenses, a member of our pharmacy staff will contact you right away. Our staff will help you find other available options to cover the partial or full costs of your medication(s). Some options include:

- ▶ Patient assistance programs are available through foundations, local non-profit organizations, local agencies, local county clinics, and manufacturers (i.e. coupons, co-pay cards, etc.)
- ▶ Pharmacies available within the insurance provider's network
- ▶ Talking to the physician for alternative medication(s), if applicable

**How do I find more information on topics, such as medication side effects, proper medication disposal, and other related topics?**

If you have any questions regarding your medication therapy, possible side effects, adverse drug reactions, proper medication disposal, and other related topics, our pharmacists will be happy to accommodate your inquiries. Come visit our pharmacy or call us at **919-964-5656** to talk to one of our qualified staff.

### **What are my Rights and Responsibilities?**

You can read our Patient Bill of Rights and Responsibilities at <http://www.wellnessraleigh.com/>. You may also contact us at **919-964-5656** to request a copy.