

### Patient's Right to Choose the Pharmacy Policy

- ♦ We are privileged to offer our Pharmacy Services to you. However, we recognize that you have a wide range of choices and have every right to choose a pharmacy to fill your prescriptions.
- ♦ **You are not required for any reason to fill the prescriptions with us. Neither the pharmacy nor the provider can compel you to fill prescriptions at a certain location.** At most, they can refer you to a pharmacy for convenience, drug availability, pricing, delivery etc. Other than the convenience of delivery and drug availability to the patient, there is no inducement.
- ♦ **If your prescription is at our pharmacy and you wish to transfer it to another pharmacy, we promise to facilitate the transfer with no questions asked.** If the pharmacy of your choice calls us asking for a transfer, our pharmacist will give the transfer to them without delay. If you wish for us to call the pharmacy and give them the transfer, we will be glad to do so. We will make every effort to transfer the prescription to the pharmacy within two hours provided the receiving pharmacist is available.
- ♦ **If we are unable to fulfill the prescription, we may transfer your prescription to another pharmacy location that may be able to fulfill the order.** Such transfer will be made for delivery area, third-party coverage, network participation, drug availability, compounding services availability etc. Neither pharmacy is incentivized for such transfer, and you are not required to fill the prescription at either of the locations. **By accepting prescription, you give us permission for the transfer. Please let us know if you wish not to receive the prescription from the new pharmacy location and we will facilitate transfer to the pharmacy of your choice.**

**Medicaid, Medicare, Tricare, Government Funded Programs Ineligible for Promotions:** We participate in these programs and welcome the members. However, we cannot apply any promotions or manufacturer copay assistance. Patients are always welcome to avail of our excellent cash prices if no part is being billed to the government funded program.

**Central Prescription Drug or Medication Order Processing Agreement:** Pharmacy may utilize central prescription drug or medication order processing. Processing of your prescription may be outsourced to another pharmacy. If applicable, notification of such services along with the participating pharmacy information is posted at the pharmacy.

**Delivery Guidelines:** We offer delivery to all patients irrespective of the insurance plan. The turnaround time is one to three business days. By arranging the delivery of the prescription with us, you agree that the delivery area is safe, and that pets and children cannot get to the package if left unattended at the front door. Once the package is delivered, we are not responsible for any lost, stolen, or damaged packages. We highly recommend that you opt for a signature delivery where you are present to receive the package. Your insurance company may request that we collect a signature from you via mail or email even if you cannot be present to receive the package.

**Generic Substitution:** Texas law allows a less expensive generically equivalent drug to be substituted for certain brand name drugs unless your physician directs otherwise. You have a right to refuse such substitution. Consult your physician or pharmacist concerning the availability of a safe, less expensive drug for your use.

**Notice of Privacy Practices:** By accepting the prescription, you acknowledge that the full notice of our privacy practices is available to you on our website and is also posted at the pharmacy. You may request a paper copy of our current Notice at any time.

**Safe Disposal of Medication:** Do not flush unused medication or pour down a sink or drain. Search <https://app2.deadiversion.usdoj.gov/pubdispsearch> for safe medication disposal sites near you.

**Medication Information:** Written information about the medication may be provided via QR code on the receipt. The QR code will take you to the medication monographs and med guides and may include video links. Please let the pharmacy team know if you would like paper information only. By accepting this prescription, you agree that you have been given information about the QR code on the receipt and are aware of the option to request the paper material. Call your doctor for medical advice about side effects. You may report side effects to the **FDA at 1-800-FDA-1088.**

Written information about this prescription has been provided for you. Please read this information before you take the medication. If you have any questions concerning this prescription, a pharmacist is available during normal business hours to answer these questions at the pharmacy phone number listed on the label, the receipt, and our website. Complaints against the practice of pharmacy may be filed with the:

Texas State Board of Pharmacy  
1801 Congress Avenue, Suite 13.100  
Austin, Texas 78701



Tel: (512) 305-8070 | Toll-free: (800) 821-3205 (option 1)  
[www.pharmacy.texas.gov/complaints](http://www.pharmacy.texas.gov/complaints)

Información escrita sobre esta receta se ha proporcionado para usted. Por favor lea esta información antes de que usted se tome el medicamento. Si usted tiene preguntas referentes a esta receta, un farmacéutico está disponible durante horas de oficina normales para contestar estas preguntas al nombre de la farmacia y número alistado en su receta o en el recibo. También puede usar nuestra página web. Quejas contra la práctica de la farmacia pueden ser reportadas al:

Concilio Farmacia Del Estado De Texas  
1801 Congress Avenue, Suite 13.100  
Austin, Texas 78701



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