

# NEW PATIENT INFORMATION BOOKLET

## AVERA COMPOUNDING PHARMACY





## **Thank you for choosing Avera Compounding Pharmacy, where we custom-make medications just for you!**

Backed by a name you can trust, the Avera Compounding Pharmacy uses the highest quality ingredients in our quality-controlled laboratory to mix, prepare and package medications that are not commercially available. Our specially trained compounding pharmacists work with your physician to customize individual prescriptions to meet your specific needs.

As a closed-door pharmacy, you benefit from our exclusive focus on compounding quality products, clinical expertise, providing personalized care and outstanding customer service. Please review the important information included in this booklet to learn more about our services.

If you have questions or need additional information, please call us toll free at 866-828-7467. We appreciate your trust in the Avera Compounding Pharmacy and look forward to serving you.

## **Avera Compounding Pharmacy**

### **Hours**

Monday – Friday • 8 a.m. – 4:30 p.m. (except holidays)

### **Closed-Door Address**

911 E. 20th St., Suite 201  
Sioux Falls, SD 57105

### **Phone**

605-322-3940 or 866-828-7467

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## **Retail Supplement and Vitamin Needs**

### **Hours**

Monday – Friday • 8 a.m. – 4:30 p.m. (except holidays)

### **The Supplement Shop**

116 W. 69th St.  
Sioux Falls, SD 57108

Located in the same building as **Avera Medical Group Functional Medicine and Avera Medical Group Integrative Medicine**

### **Phone**

605-322-3940

If you do not speak or read English and need this information in Spanish or another language, please call 855-442-8372. Si usted no habla ni lee el ingles y necesita la informacion en espanol, por favor llame al 855-442-8372.

# What Is Compounding?

Some patients don't respond to traditional methods of treatment. Sometimes they need a different way of taking a medication or a different strength that isn't manufactured by a drug company.

Compounding combines an ageless art with the latest medical knowledge and state-of-the-art technology, allowing specially trained professionals to prepare customized medications to meet the needs of each specific patient.

The demand for professional compounding has increased as health care professionals and patients realize that the limited number of available strengths and dosage forms do not meet the needs of many patients and that these patients often have a better response to a dosage form that is "just what the doctor ordered."

# What Is Compounding?

Avera Compounding Pharmacy can:

- Customize strengths
- Combine multiple medications into one dosage form
- Flavor medications
- Eliminate preservatives, dyes, sugar, gluten, lactose or alcohol
- Prepare special formulations
- Make alternative forms of solid medications (i.e., liquid dosage forms of solid medications)

Our compounding professionals compound non-sterile medications into:

- Capsules
- Liquids
- Drops
- Sprays
- Suppositories
- Lozenges
- Topical creams or gels
- Lollipops



# Our Commitment to Quality

Since 2010, our designation as South Dakota's first PCAB Accredited™ Compounding Pharmacy lets the public know that the Avera Compounding Pharmacy ranks among the best for quality and safety.

As of July 1, 2014, the Pharmacy Compounding Accreditation Board (PCAB) became a service of the Accreditation Commission for Health Care (ACHC). Accreditation by ACHC further demonstrates our commitment to quality through compliance with national standards and industry best practices.

Our comprehensive quality program ensures patients receive preparations that meet USP requirements. PCAB performs regular physical inspections to ensure:

- Our compounding pharmacists and technicians receive ongoing, specialized training
- Chemicals used in compounding are only obtained from highly reliable suppliers
- Our pharmacy design and environment meet standards to ensure the compounding area is free and clear from contamination. PCAB Accredited™ Compounding Pharmacies must meet or exceed USP <795> standards for non-sterile compounding
- Adherence to the PCAB™ "Principles of Compounding

# Our Commitment to Quality

In addition to on-site inspections, we routinely validate our procedures and preparations with independent laboratory testing to ensure potency and quality.

More detailed information about PCAB and the PCAB accreditation process can be found at [achc.org/pcab](http://achc.org/pcab).



# Contact Us

## Normal business hours

Monday – Friday, 8 a.m. – 4:30 p.m. (*except holidays*)

## How to reach a pharmacist

A pharmacist is available during normal business hours to provide information about our programs as well as medication and disease information. We also have a pharmacist on call after hours for urgent needs.

To reach a pharmacist at any time, call **866-828-7467**.

## When to contact the pharmacy

- When you have questions about your medication or disease
- To check the status of your order, including information about delays
- To find out where to obtain drugs not available from Avera Compounding Pharmacy
- To find out about getting medications during an emergency or disaster
- To order medications that are needed while you travel
- To discuss prescription transfers from another pharmacy
- If you believe you have received a medication in error
- If you have questions about a medication recall



# Orders and Refills

## **New prescription**

Call the Avera Compounding Pharmacy or simply ask your physician to phone, fax or e-prescribe your prescription to our pharmacy.

## **Refill prescription**

Due to the specialized nature of compounded medications, they require additional time to prepare. Please contact us at least 7 days ahead of running out to have your medications refilled. Have the prescription number and/or name of the medication available.

## **Transfer prescription**

Call the Avera Compounding Pharmacy with the name of the medication you'd like to transfer and the name of the pharmacy you'd like it transferred from and we will do the rest.

## **Order status**

Call the Avera Compounding Pharmacy and our staff can tell you the status of your prescription.

## **Mail out**

We will ship your medication and supplements through priority mail with the U.S. Postal Service at no extra charge. If you will be traveling away from home, please check with us ahead of time as we are not able to ship medications into states in which we are not licensed.

# Additional Information You Should Know

In the event of an emergency, contact your local emergency medical services (EMS) or 911.

- **If you believe you are experiencing an adverse drug reaction please contact us, your physician, or poison control (800-222-1222) immediately; or, if severe, dial 911.**
- **Confidentiality** of your health care information is very important to us. Our staff will keep your records and information strictly confidential according to all state and federal rules and regulations. Your information will only be made available to those that have a legal right to your information or others that you designate in writing.
- **Complaints and grievances:** We put our patients first when it comes to customer service, satisfaction and safety. Please contact us if something is unclear about our service or your treatment. All concerns and complaints will be fully documented, investigated and resolved to the best of our ability within 24 to 48 business hours. If you feel, however, that a concern is not resolved to your satisfaction, you may contact the Avera Specialty Pharmacy and Avera Compounding Pharmacy director at 866-828-7467 or call the Accreditation Commission for Health Care at 855-937-2242.

**Thank you for choosing Avera!**

## **About Avera Compounding Pharmacy**

Avera Compounding Pharmacy is part of Avera Health, a health system of over 19,000 employees and physicians, serving more than 300 locations and 100 communities in a five-state region. Our ministry, our people and our superior value distinguish Avera. We carry on the health care legacy of the Benedictine and Presentation Sisters, delivering care in an environment guided by our values of compassion, hospitality and stewardship. For more information about Avera, see our website at [Avera.org](https://Avera.org).

Detailed information about PCAB and PCAB accreditation can be found at [achc.org/pcab](https://achc.org/pcab).



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