

RETURNS

Here at Med Center Specialty Pharmacy we carefully follow your physician's prescription for specialty medications. In most cases you will be unable to return or exchange medications once they have been delivered to you unless the medication is recalled or defective in some way. Please be sure to keep us informed about the exact amount of medication that you have on hand when you are scheduling your next refill/delivery. In addition we are unable to give you credit for medications that go unused. It is crucial that you communicate continuously with us and follow the medication regimen designed and prescribed for you by your physician to maximize effectiveness and minimize waste.

QUALITY AND CARE



If you have concerns or feedback about your care, please feel contact the Director of Pharmacy Operations at **304-344-8021**.

Your satisfaction is extremely important to us. If you are still dissatisfied and you believe that your issue was not handled to your satisfaction, you may call the Chief Operations Officer at **1-855-633-5633**.

Or you may write us at:

Med Center Specialty Pharmacy
Chief Operations Officer
3100 MacCorkle Avenue, SE
Suite 100
Charleston, WV 25304

This welcome kit is intended to be a resource for you and is intended to supplement the information presented and prescribed by your physician and provided by our pharmacist. It should not replace their instructions or decisions. It does not suggest that the use of any medication is safe, helpful, or appropriate for you.