



## Welcome to **Vital Care Rx!**

We are a company dedicated to patient care. We believe achieving the best outcomes for our patients comes from a foundation of trust, communication and a commitment to delivering high-touch quality care.

We measure our success by the outcomes of our patients, the satisfaction of our partners and the effectiveness of our relationships with providers.

At **Vital Care Rx** our focus is on you, the patient. Our Patient Care Team will:

- Coordinate with your insurance and patient copay assistance when needed
- Provide you with convenient access to an experienced clinical care management team who will assist you with your medication questions and needs
- Communicate with your physician and other healthcare providers to coordinate your care plan
- Provide free confidential delivery of medication
- Provide free supplies needed to administer your medications

**Vital Care Rx** services patients with chronic disease states such as:

Anticoagulation	Asthma	Crohn's Disease
Cystic Fibrosis	Endocrinology	Oncology
Growth Hormone Deficiency	Hematology	Hemophilia
Hepatitis C	Immune System/IVIG	Infertility
Multiple Sclerosis	Enzyme Deficiencies	Osteoarthritis
Parkinson's Disease	Pulmonary Fibrosis/Hypertension	Psoriasis
Respiratory Syncytial Virus	Rheumatoid Arthritis	Vaccines

**Vital Care Rx** has the goals to limit side effects, improve overall health, increase knowledge of therapy, and improve quality of life. Our clinical staff is here to aid with any limitations that you may encounter from side effects, knowledge of the medication, how the medication may impact you, or other issues that may arise. With your help and accurate reporting of side effects, missed doses, and complete medication records, we can achieve our goals together.

Please contact us if you have any questions or concerns about your therapy or medication. Our business hours are Monday – Friday, from 8:00 a.m. to 5:00 p.m. (CST); however, we have a clinician available 24/7 for urgent needs or emergency support.

**Phone** (877) 229-1724  
**Fax** (877) 229-1725  
**e-mail** [specialty@vcmeridian.com](mailto:specialty@vcmeridian.com)

Our team of specialists is standing by to assist you. Welcome to **Vital Care Rx**, we look forward to serving your specialty medication needs.

***Sincerely,***

Your Vital Care Rx Patient Care Team

*Tailored Therapy – Trusted Care*



## Compliments, Complaints, and Concerns

Vital Care Rx is dedicated to striving for the highest level of patient care. If for some reason you are not satisfied with the level of service you have received or if you have a concern regarding your care, please notify us immediately.

To voice a concern or complaint, please feel free to call at (877) 229-1724. All complaints or concerns will be reported to a Pharmacy Manager within 24 hours or on the next business day if received after hours. You may also write to us with any complaints at 1501 23<sup>rd</sup> Avenue, Suite B, Meridian, MS 39301. Vital Care Rx strives to address all complaints or concerns within 72 hours of receipt.

Since our pharmacy is accredited by the Accreditation Commission for Health Care (ACHC) you may contact them to express a concern, a complaint, or a compliment regarding our services. They can be reached at (919) 785-1214. Complaints may also be filed with your state's board of pharmacy.

While we encourage our patients to feel free to contact us to discuss any concern they have about a safety issue, *The Food and Drug Administration (FDA) requires that we provide the following information to you: "Call your doctor for medical advice about side effects. You may report side effects to the FDA at 1-800-FDA-1088"*.

*Tailored Therapy - Trusted Care*