



Thank you for choosing Vital Care Rx for your specialized healthcare needs! Our mission is to provide you with quality care while in the comfort of your own home. During your course of care, you will find our staff to be friendly, accommodating, dedicated and professional.

The goals of the Vital Care Rx Patient Management Program is 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. At any time, you have the right to remove yourself or decline participation in our Patient Management Program.

Vital Care Rx is a for-profit company owned by Abitacare, LLC. We are accredited with the Accreditation Commission for Health Care (ACHC) who can be reached at (919)785-1214 and Utilization Review Accreditation Commission (URAC) (202) 326-3942 for any professional concerns which we cannot adequately resolve.

The scope of our services includes, but is not limited to the following:

- Specialty Pharmacy

Our normal office hours are 8:00 a.m. until 6:00 p.m. Monday through Friday. However, we may be reached after hours by dialing (877) 229-1724. The answering service will ask your name, telephone number, and location. A member of our staff will be notified and will promptly return your call.

At Vital Care, every effort is made to prepare your medication and supplies in advance for your scheduled treatment. In scheduling delivery dates, we consider stability of the drug, dosage adjustments by your physician, and lab data. Our nurse and pharmacist will keep an open line of communication with you to be certain that delivery times are at your convenience.

If for any reason you are not satisfied with the level of service we are providing, feel free to contact one of our nurses or pharmacists at (877) 229-1724. You may also write to us with your comments so that we may respond and resolve any issues that arise. Letters should be mailed to the address 1501 23<sup>rd</sup> Ave, Meridian, MS 39301.

We encourage our patients to feel free to contact us to discuss any concern they have about a safety issue. Calling to tell us your concern is something we welcome.

*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".*

The care you receive at home can be a rewarding and comfortable experience and we are delighted to be of any service during your course of therapy.

Sincerely,

Brad Gilchrist, VP Pharmacy Operations