

PATIENT INFORMATION

This guide answers the most common questions about our services and provides important information about your medications. Please read it carefully and keep it for your reference. If you have questions not covered here, our team is always available to help.

PHARMACY SERVICES

What services does QMD Pharmacy provide?

QMD Pharmacy is a closed-door mail-order pharmacy committed to providing affordable and accessible medications to patients nationwide. We work in partnership with QuickMD, exclusively serving their patients as a dedicated pharmacy team that understands their specific needs and is built around delivering seamless, high-quality healthcare. Our services include dedicated medication management for Medication-Assisted Treatment (MAT), mental health conditions such as anxiety or depression, and hormone therapy for perimenopausal and menopausal symptoms. Every prescription is delivered directly to your home, with pharmacist consultation available whenever you have questions about your medications. Our team works closely with QuickMD to ensure that every patient's experience is cohesive, coordinated, and truly connected from the moment they see their provider to the moment their medication arrives at their door.

Who is eligible to receive services from QMD Pharmacy?

QMD Pharmacy exclusively serves patients of QuickMD who have received a valid prescription from a QuickMD provider following a telehealth visit and who have selected mail-order service as their pharmacy option.

What geographic area does QMD Pharmacy serve?

QMD Pharmacy is located in New York State and is licensed to ship medications to patients nationwide except for Alaska, Hawaii and U.S. Territories. Certain medications, including some controlled substances, may not be available for shipment to every state due to state-specific laws. If a restriction applies to your prescription, we will notify you and help you find an alternative.

What are QMD Pharmacy's hours of operation?

- **Pharmacy Hours:** Monday–Friday, 9:00 AM–6:00 PM EST
- **Pharmacist Availability / On-Call:** A pharmacist is available during business hours. For urgent medication questions, call 866-201-1514 or email pharmacysupport@qmdpharmacy.com, and a pharmacist will get back to you within 2 hours. For medical emergencies, call 911.

ORDERING YOUR PRESCRIPTIONS

How do I place a new prescription order?

Prescriptions are sent to our pharmacy directly by your QuickMD provider following your telehealth visit. You do not need to drop off, mail, or fax a prescription. Once we receive your prescription, we will verify your insurance, confirm your shipping address, and process your order. If you have questions about a prescription you are expecting, please call us at 866-201-1514 or email support@qmdpharmacy.com.

How do I obtain a refill?

Only prescriptions written with refills by your QuickMD provider are eligible for a refill. If your prescription has refills, you will be notified via your QuickMD account approximately one week before your next refill is due to confirm your shipping address, verify that you are still taking the medication, and schedule your next shipment. You can also request a refill at any time by:

- Calling us at 866-201-1514
- Emailing us at support@qmdpharmacy.com or contacting QuickMD at support@quick.md
- Using the chat feature on the QuickMD website/app.

Please allow sufficient lead time when requesting refills. We recommend requesting your refill at least 7 days before you run out of medication. If your prescription has no refills remaining, or was not written with refills, we will let you know and recommend that you follow up with your QuickMD provider to determine next steps.

How do I check on the status of my prescription order?

Once your order ships, you will receive a notification with tracking information at the phone number or email address on file. You can also check on your order status at any time by calling 866-201-1514 or emailing support@qmdpharmacy.com. Please have your name and date of birth ready when you call.

How do I transfer a prescription to another pharmacy?

You have the right to transfer your prescription to any pharmacy of your choice. To initiate a transfer from QMD Pharmacy, contact your new pharmacy and provide them with our fax number (877-408-7946) and phone number (866-201-1514). Your new pharmacy will contact us directly to complete the transfer. You may also call us to request the transfer on your behalf. Please note that certain controlled substances cannot be transferred under federal and state law.

What if the medication I need is not available at QMD Pharmacy?

QMD Pharmacy carries a wide range of medications but may not carry every drug. If a medication you need is not available through our pharmacy, we will let you know promptly and will do our best to direct you to an appropriate pharmacy or resource that can fill your prescription. Contact us at 866-201-1514 and we will assist you.

PRESCRIPTION DRUG SUBSTITUTIONS

What is a generic drug substitution?

A generic medication contains the same active ingredient, strength, dosage form, and route of administration as the brand-name drug. The FDA requires generic drugs to meet the same standards of safety, quality, and effectiveness as brand-name drugs. Generic drugs are typically less expensive than brand-name drugs and are often covered differently by insurance.

Will QMD Pharmacy substitute my prescription with a generic?

QMD Pharmacy follows applicable state law regarding generic substitution. In New York State, a pharmacist may dispense a generic equivalent unless your prescriber has indicated that the brand-name drug is medically necessary, or you specifically request the brand. If you have questions or concerns about a substitution, please contact us before taking the medication.

What if I want the brand-name drug instead of a generic?

You have the right to request the brand-name medication at any time. Please note that your insurance plan may not cover the brand-name cost if a generic is available, and you may be responsible for the price difference. Call us at 866-201-1514 to discuss your options.

YOUR COST AND INSURANCE

How will I know what my medication will cost?

QMD Pharmacy currently operates on a cash-pay basis. The price of your medication will be displayed in your QuickMD app before your order is placed. If you have any questions about the cost of your medication, call us at 866-201-1514 or email support@qmdpharmacy.com.

Is QMD Pharmacy in-network with my insurance plan?

QMD Pharmacy does not currently accept insurance; all prescriptions are billed on a cash-pay basis. We are working to accept insurance in the near future.

CHECK YOUR MEDICATION BEFORE USE

Your medication was packed with care and placed in appropriate packaging based on weather conditions to help protect it during shipping. However, during delivery your medication may have been exposed to extreme heat, cold, or humidity. This can sometimes affect how well your medication works.

Before taking your medication, check to see if:

- The package or the medication looks damaged or opened.
- The color, smell, or texture of your medication is different than usual.
- The medication container is warm to the touch.

Written information about your prescription has been provided to you. Please read this information carefully before you take your medication.

Your safety is important to us. If you are not sure your medication is safe to use, do not take it. Contact us immediately.

If you have any questions about your medication, or if you believe it was filled in error, please call us at 866-201-1514 or email support@qmdpharmacy.com.

ADVERSE REACTIONS AND SIDE EFFECTS

What should I do if I experience a side effect or adverse reaction?

An adverse reaction is an unexpected or harmful response to a medication. If you experience a side effect or think you are having a reaction to your medication, take the following steps:

1. **Emergency:** For life-threatening symptoms such as difficulty breathing, chest pain, severe swelling, or loss of consciousness, call 911 immediately.
2. **Contact your doctor:** Contact your prescribing physician or healthcare provider to discuss what you are experiencing and whether you should continue or stop the medication.
3. **Contact QMD Pharmacy:** Call QMD Pharmacy at 866-201-1514 to speak with a pharmacist. Our pharmacists can answer questions about side effects, missed doses, drug interactions, and medication safety.
4. **Report to the FDA:** Adverse drug reactions can be reported to the FDA's MedWatch program at 1-800-FDA-1088 or online at www.fda.gov/safety/medwatch.

Do not stop taking a prescribed medication without speaking to your doctor first, as this can sometimes cause additional health risks.

ACCESSING MEDICATIONS IN AN EMERGENCY OR DISASTER

What should I do if I need my medication urgently or during a disaster?

If you are displaced, evacuated, or otherwise unable to receive your regular mail-order shipment due to an emergency or natural disaster, contact QMD Pharmacy as soon as possible at 866-201-1514 or support@qmdpharmacy.com. We will work with you to:

- Redirect a shipment to a temporary address.
- Expedite an emergency fill if clinically appropriate.

- Coordinate with your prescriber to authorize an emergency supply if needed.
- Refer you to a local retail pharmacy that can assist with an emergency supply when mail-order is not feasible.

We recommend keeping a current list of your medications, doses, and prescribers in an easily accessible location (such as your wallet or phone) in case of an emergency. This will make it easier for any pharmacy or emergency provider to assist you quickly.

What if my medication is lost or destroyed during a disaster?

Contact QMD Pharmacy immediately. We will review your situation and work with your prescriber to replace your medication as quickly as possible. Depending on the medication type (including controlled substances), additional steps or documentation may be required under state or federal law. Please call us and we will guide you through the process.

MEDICATION RECALLS

What happens if a medication I received is recalled?

QMD Pharmacy monitors FDA and manufacturer recall notices on an ongoing basis. If a medication you have received is subject to a recall, we will contact you as quickly as possible using the phone number or email address on file to:

- Notify you of the recall and the reason for it.
- Provide instructions on whether to stop taking the medication immediately or continue until a replacement is available.
- Arrange for a replacement prescription to be sent to you if appropriate.
- Advise you on how to safely return or dispose of the recalled medication.

It is important that your contact information with QMD Pharmacy is always current so we can reach you quickly in the event of a recall. If you believe a medication you received may be affected by a recall and you have not heard from us, please call 866-201-1514 immediately.

HOW TO SAFELY DISPOSE OF MEDICATIONS

Safely disposing of unused or unwanted medications helps prevent misuse, accidental poisoning, and environmental harm. Please follow the guidelines below.

Drug Take-Back Programs (Preferred Method)

The safest way to dispose of unused medications is through an authorized drug take-back location. These sites accept a variety of medications, including prescription and over-the-counter drugs, as well as needles and sharps.

- Find a take-back location near you at: **www.safe.pharmacy** or the DEA's website at www.deadiversion.usdoj.gov.
- Keep prescription medications in their original containers until disposal.
- Peel off or permanently mark out all personal information on the prescription label before dropping off the container.

Disposing of Medications at Home (If No Take-Back Is Available)

If you cannot get to a drug take-back location, follow these FDA-recommended steps to safely discard medication in your household trash:

1. Mix the medication (liquid or pills — do not crush tablets or capsules) with an unappealing substance such as dirt, cat litter, or used coffee grounds.
2. Place the mixture in a sealed plastic bag or container.
3. Throw the sealed container in your household trash.
4. Remove all personal information from the prescription label of empty bottles before discarding or recycling them.

Do not flush medications down the toilet or pour them down a sink or drain unless the label or patient information specifically instructs you to do so.

For more information, visit the FDA website:

www.fda.gov/drugs/safe-disposal-medicines/disposal-unused-medicines-what-you-should-know

GRIEVANCES AND COMPLAINT REPORTING

How do I report a concern or complaint about QMD Pharmacy?

We take all concerns seriously and are committed to resolving issues promptly and fairly. If you have a complaint about your care, a medication, our staff, or any aspect of our services, please contact us using any of the following methods:

Phone: 866-201-1514 (Monday – Friday, 9:00 AM – 6:00 PM EST)

Email: support@qmdpharmacy.com

Fax: 877-408-7946

Mailing Address: 28 Kaysal Ct Suite 105, Armonk, NY 10504

All complaints will be reviewed and investigated. We will acknowledge receipt of your complaint and provide a response in a timely manner. Filing a complaint will never affect the quality of care or services you receive from QMD Pharmacy.

What if I am not satisfied with QMD Pharmacy's response?

You also have the right to file a complaint directly with any of the following external organizations:

- Your State Board of Pharmacy: To find the board of pharmacy in your state, visit the National Association of Boards of Pharmacy (NABP) at www.nabp.pharmacy.
- New York State Department of Health: www.health.ny.gov | 1-800-663-6114
- U.S. Department of Health and Human Services, Office for Civil Rights (HIPAA complaints): 200 Independence Ave S.W., Washington, D.C. 20201 | 1-877-696-6775 | www.hhs.gov/ocr
- FDA MedWatch (to report medication problems): 1-800-FDA-1088 | www.fda.gov/safety/medwatch

You are encouraged to contact us first so we have the opportunity to resolve your concern, but you are never required to do so before contacting an outside agency.