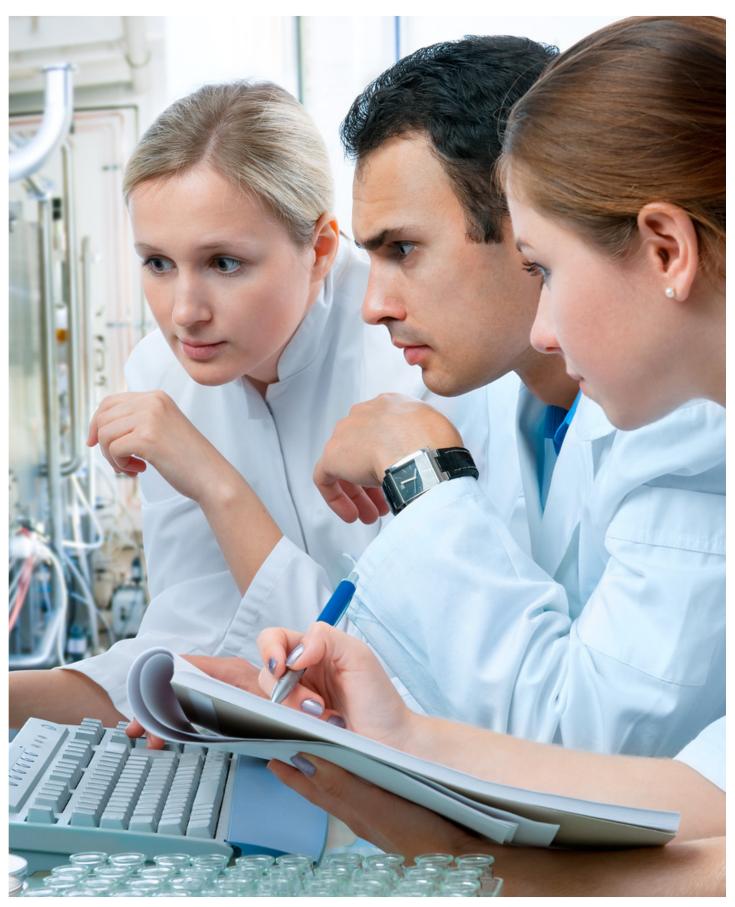
# NexGen Pharmacy Group IN SERVICE DOCUMENTS



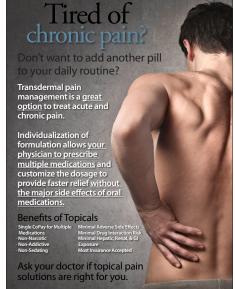
## NexGen Pharmacy Group

#### **IN-SERVICE DOCUMENTS**

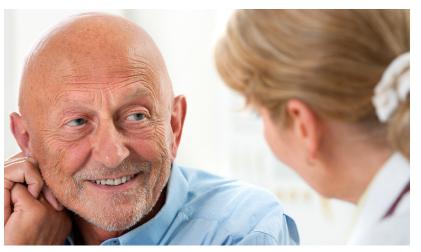
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## Welcome!

#### Dear Healthcare Provider:

In June 2010, a group of Registered Pharmacists, a Dentist, and a Marketing Coordinator collaborated to create RX Pro Pharmacy & Compounding. Our team shared a vision to improve lives by offering superior, safe, and affordable compounds to alleviate pain, heal wounds, diminish scars, and provide solutions for additional medical conditions one patient at a time. The goals were set to deliver the highest standards in service, reliability, integrity, and to produce the most innovative products in the compounding industry.

We are passionate about providing integral products. Our transdermal formulations are customized using high quality ingredients available from Professional Compounding Centers of America (PCCA) and other compounding suppliers.

We are committed to creating the most effective transdermal formulations. RX Pro ensures operative communication among Staff Pharmacists, Pharmacy Technicians, and a Pharmacologist with Healthcare Providers and patients. Our friendly, experienced, knowledgeable and professional team will assist in introducing, educating, and providing solutions at an extraordinary level that will exceed our clients' expectations.

We offer a simplified prescription process to Healthcare Providers. RX Pro recognizes the value of time; therefore we have streamlined the prescription process for the Healthcare Provider. Once the single page prescription is completed and faxed to us, RX Pro concludes the prescription process and will only contact the HCP if additional information is required.

We take pride in offering individualized service to patients. All patients accepting compounds from our pharmacy can expect to receive instructions and a precise summary along with their prescription. As an additional courtesy, an RX Pro Customer Care member will call patients to notify them of the scheduled delivery of their prescription

to the address on file.

As a result of our ongoing dedication to strive for excellence, RX Pro is a pioneering leader in the Pharmaceutical Compounding Industry. We are currently licensed in 50 states with over 3,000 prescribing Healthcare Providers. We look forward to partnering with you in our quest to change lives one patient at a time. Thank you for choosing RX PRO to service your pharmaceutical compounding needs.

Sincerely, Chad Barrett James Bennett Nicole Hotard Chris Merriwether Jason Rutland

## **Script Process**

### Step 1:

The first step in the compound script process is for the physician to completes the recommended script. The physician then gives the script to the patient and informs them to notify to staff upon check out they have been prescribed a compounding script.

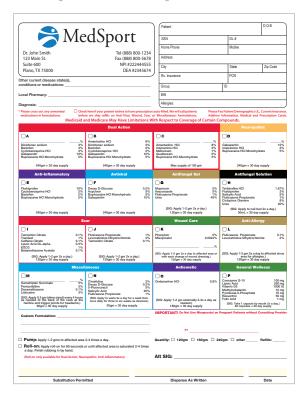
### Step 2:

Patient notifies staff that they have been prescribed a compounding script. Staff comments on the benefits of compounding and the excellent results other patient are having with compounding. Basic benefits to compounding are; a. no harmful effects to the GI tract, non-addictive, site specific pain relief, and spefically formulated for each the patient. Compound Script Patient instructions.

### Step 3:

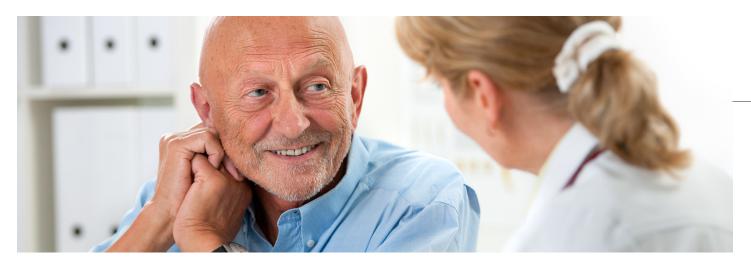
Staff reviews the Compound Script Patient Instructions page and ensures completion of the Patient Demographics page. It is very important to review the Auto Refill Program (see importance of Auto Refill Program Form). Have the patient sign and date the Auto Refill Program form.

### **Compound Script**



### Step 4:

The Copay conversation. It is very important to have the copay conversation with each patient. The copay conversation simply reviews the potential scenarios as it relates to the patient's copay.



### **Compound Rx Patient Instructions**



### There are 3 potential scenarios:

- 1. No insurance therefore the compound script will be filled at 60 grams for \$60.
- 2. Insurance with copay it is important to notify the patient that although the amount of an each individual's copay varies, if the amount of the copay is more than expected, for example \$40, the patient can ask the pharmacy if there are other more affordable options.

Depending on the script, it is possible to decrease the patient's copay to a little as \$20 for the prescription.

#### **Patient Demo & Refill Form**



### Step 5:

The staff faxes in Compound Script along with Patient Demographics information and insurance card to (800) 991-4324.

### Step 6:

End of Day verification. At the end of each day the staff calls each patient to ensure they have contacted or been contacted by the pharmacy.

## Physician's Online Portal Tracking System

## Step 1:

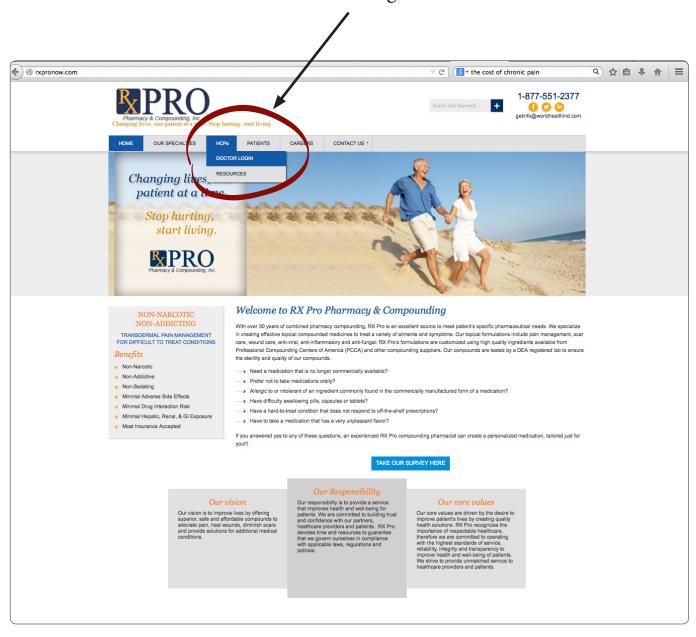
Your NexGen-RxPro representative will prvide you with the User Name and Password information to sign into your personalized account.

### Step 2:

Login to: www.RxProNow.com

### Step 3:

Click "HCP" and then click the "Doctor Login" button



### Step 4:

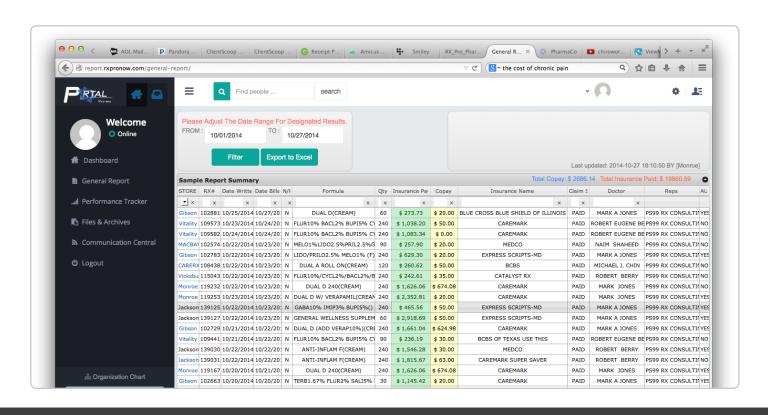
Type in your User Name (your email address) and password to log in to your personal portal.

### Step 5:

Once you have successfully logged in, you have access to the following elements:

- a. Rx Data
- b. Topical Pain Resources
- c. Communication Central and more.





## Office Forms - Patient Instructions, page 1

## **Patient Instructions**

R<sub>X</sub> PRO



Customer Service Department "We're here for you."

Please don't hesistate to call our Patient Hotline.

We're here to answer any questions you have regarding any part of the prescription process. From helping you to understand how to use your prescription, to your insurance benefits (including copay and prescription options) and more.

We can even let you know your expedited shipment date.

## As easy as 1-2-3!

Getting your prescription filled is as easy as 1-2-3. Once your prescription is processed, most are shipped the same day via overnight express in the continental USA!

- Call the pharmacy right away!
  One simple call to the Pharmacy Hotline at (888) 995-1030 and your prescription will be processed. Remember to have your prescription insurance information handy to expedite your call.
- Compounded medications are made just for you.
  Your insurance will be billed, then your medicine will be made especially for you.
- Your medicine will be shipped right to your door!
  Please call the pharmacy at the number above if you have any questions or concerns. Our friendly pharmacy staff is ready to make sure you get the medicine you need right away.

PHARMACY HOTLINE (888) 995-1030
MON-FRI 8AM-6PM CST

#### **IMPORTANT:**

WHEN YOU RECEIVE YOUR PRESCRIPTION IT IS IMPORTANT THAT YOU USE YOUR MEDICATION AS DIRECTED BY YOUR PHYSICIAN. INSTRUCTIONS FOR APPLICATION WILL BE INCLUDED WITH YOUR PRESCRIPTION

\*\*CAUTION: AVOID CONTACT WITH YOUR EYES AND/OR MOUTH, CREAD IS NOT TO BE INGESTED.\*\*

For questions regarding prescription status, please call the Pharmacy Hotline at (888) 995-1030 Mon-Fri 8am-6pm CST.

## Office Forms - Patient Instructions, page 2

## Frequently Asked Questions



#### What is pharmacy compounding?

Pharmaceutical compounding is the science of preparing custom medications to fit the unique needs of a patient.

## What are some of the benefits of topical pain medications?

Because no two patients are the same, commercial medications may not meet the needs of a particular patient. Compounding allows your physician to customize medications for each patient. Compounded topical pain relievers benefit the patient by allowing them to apply the cream directly to the affected area, targeting only the painful area instead of taking oral medications that send the medicine through the whole body. There are fewer side effects with topical creams since the dose is much lower for a similar effect.

### When will I receive my medication?

Usually it will be 2-3 days after you talk to the pharmacy staff. They will need your prescription insurance information, the shipping address and the best phone number to reach you in case of a problem.

### How will I get my medication?

It will be shipped to the shipping address that you provide for the pharmacy staff when you call them.

## Will my insurance cover my customized medication?

We will bill each patient's insurance to determine coverage and discuss the coverage and your copay with you. Most cover compounds.

### Simplifying Your Refills

How would you like your refills sent automatically each month right to your front door? In today's busy world, playing phone tag can delay refilling your prescription for days or even weeks. If your copay is less than \$40, your doctor's office can automate your refill process.



For questions regarding prescription status, please call the Pharmacy Hotline at (888) 995-1030 Mon-Fri 8am-6pm CST.

## Office Forms - Patient Demographics & Refill Auth.

## Patient Demographics & Refill Authorization RPRO



## To Ensure Quick Delivery Of Your Medicine Please Fax This Form With The Prescription.

#### Patient Demographics Patient name: Date of birth: Cell phone: May we send text messages to this number? Other phone: Address: City, State, Zip: Please list drug allergies: Do you take Coumadin or warfarin? Prescription insurance information This is NOT MEDICAL insurance information. \*Note\* This will be "Rx" information or you will have a separate card for prescription insurance. THIS IS NOT YOUR MEDICAL (doctor and bospital) INSURANCE Look for Rx or Pharmacy information on your insurance card. Rx BDN or BCN number: Rx PCN or PCN number: RX Grp or Group number: Member ID or Cardholder ID: Refill Authorization Optional payment information and authorization to ship Avoid delays by giving us permission to ship your medication and to bill you for the payment. In today's busy world, "phone tag" can delay billing and shipping your prescription, sometimes for days. You are not required to give as your authorization to bill you. If you choose to leave this blank, then we will contact you by phone. We may still need to contact you in certain cases. For example, if your insurance claim is rejected or if the copay is greater than \$40.00. We will make every effort to reach you by phone to gather your payment information. We look forward to serving your compounding pharmacy needs. Shipping and Relill Authorization I authorize RxPro Pharmacy or their Pharmacy Partner to bill me up to \$40.00 for my medication. If the charge will be more than \$40, you will be called at the phone number listed above to discuss. By signing below I am authorizing RxPro Pharmacy or their Pharmacy Partner to ship my medication to I authorize RxPro Pharmacy or their Pharmacy Partner to send refills as authorized by my doctor. These refills will be sent to the above address at 25 day intervals. To discontinue shipment of refils, please call the pharmacy. Patient's Name (Please Print) Date Signature

Pharmacy Hotline (888) 995-1030

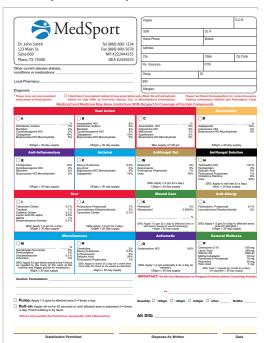
## Office Forms - Physician/Staff Instructions

## Physician/Staff Instructions



## OFFICE USE ONLY

#### 1. Compound Script



#### 2. Patient Demos & Refill Auth Form

|   | Quick Delivery Of Your Medicine  |
|---|--|
| Please Fax  | This Form With The Prescription.   |
| Patient Demographi  | · ·  |
| Rationt name:   | Date of hirth:   |
| Cell phone:   | May we send text messages to this number? Y  |
| Other phone:  |  |
| Address:  | City, State, Zip:  |
| Please list drup allernies:   |  |
| Do you take Coumadin or was   | rfarin? Y N  |
| Prescription insurance informa-   |  |
|   | ce information. *Note* This will be "Rx" information or you will have a separa   |
|   | z. THIS IS NOT YOUR MEDICAL (doctor and hospital) INSURANCE!   |
| Look for Rx or Pharmacy info  | rmation on your insurance card.  |
| Rx EXN or DIN number:   |  |
| Rx PCN or PCN number:   |  |
| RX Grp or Group number:   |  |
| Member ID or Cardholder ID:   |  |
| Refill Authorization  |  |
| Optional payment inform   | mation and authorization to ship   |
| payment. In today's busy<br>sometimes for days. You a<br>choose to leave this blank,<br>in certain cases. For examp<br>\$40.00. We will make ever | so permission to chip year medication and to bill you for the<br>word, "phone tag" can delay billing and shipping your prescription,<br>have read required to give us year authorization to bill you. If you, if you so<br>then we will contact you by phone. We may still need to contact you<br>phone. We may see that contact you by phone to gother your payment information.<br>If your insurance claim is rejected or if the copay is greater than<br>phone to gather your payment information.<br>If your compounding pharmacy needs, |
| Shipping and Refill Auth  |  |
|   |  |
|   | or their Pharmacy Partner to bill me up to \$46.00 for my medication. If the   |
| charge will be more than \$<br>charges.   |  |
| charge will be more than \$<br>charges.   | harizing RdPro Pharmacy or their Pharmacy Partner to ship my medication b  |
| charge will be more than \$<br>charges.  By signing below I am audithe above address.  I authorize RcPro Pharmacy of                              | harizing BiPro Pharmacy or thair Pharmacy Partner to ship my medication to<br>tor their Pharmacy Partner to sord refills at authorized by my declare. These<br>bove address at 23 day intervals. To discontinue shipment of refils,  |

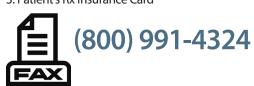
#### 3. Patient's Rx Insurance Card



#### **Compound Script Faxing Process**

Please fax the following items to process the Compound Script:

- 1. Compound Script
- 2. Patient Demographics & Refill Auth. Form
- 3. Patient's Rx Insurance Card



For questions regarding prescription status, please call your Rx Doctor/Nurse Conceirge Hotline at (888) 995-1030

## Customized Script Pads

|  |   | _   |   |   |  |  |
|--|---|---|---|---|--|--|
| <b>1</b> 1   | denant  |   | Patient   |   |  | D.O.B  |
| IVIC   | edSport   |   | SSN   |   | DL#  |  |
| Dr. John Smith Tel (888) 800-1234  |   |   | Home Phone Mobile   |   | Mobile   |  |
| 123 Main St. Fax (888) 800-5678  |   |   | Address   |   |  |  |
| Suite 600<br>Plano, TX 75000   | NPI #222444<br>DEA #2345  |   | City  |   | State  | Zip Code   |
| Other current disease state(s),  |   |   | Rx. Insurance   |   | PCN  |  |
| conditions or medications:   |   |   | Group   |   | ID   |  |
| Local Pharmacy:  |   |   | BIN   |   |  |  |
| Diagnosis:   |   |   | Allergies:  |   |  |  |
| medications in formulations. before  | k here if your patient wishes to have presc<br>re we ship refills on Anti-Viral, Wound,<br>nd Medicare May Have Limitatio   | Scar, or                                  | Miscellaneous formulations.   | Address II  | Patient Demographics I.E., formation, Medical and Fopounds.  |  |
|  | Dual Action   |   |   |   |  |  |
| _A   | В   |   | _ c   |   | ⊃D   |  |
| %   %   %   %   %   %   %   %   %   %  | Amantadine HCI Diclofenac sodium Baclofen Cyclobenzaprine HCI Gabapentin Bupivacaine HCI Monohydrate  | 2% I<br>2% I<br>10% (                     | Amantadine HCI<br>Imipramine HCI<br>Meloxicam<br>Guaifenesin<br>Bupivicaine HCI Monohydrate   | 3%  | Gabapentin<br>mipramine HCI<br>Bupivacaine HCI Monohydr  | 10%<br>3%<br>ate 5%  |
| 240gm = 30 day supply  | 240gm = 30 day supply   |   | Max supply of 100 gm  |   | 240gm = 30 day supply  |  |
| Anti-Inflammatory  |   |   | Antifungal Gel  |   | Antifungal Solution  |  |
| ○E   | ○F  | C   | ☐ <b>G</b>  | (   | ⊃н   |  |
| Flurbiprofen 10%<br>Cyclobenzaprine HCl 2%<br>Baclofen 2%<br>Bupivacaine HCl Monohydrate 5%  | Deoxy D-Glucose<br>Acyclovir<br>Bupivacaine HCl Monohydrate<br>Gabapentin   | 5% It<br>5% F                             | Mupirocin<br>traconazole<br>Fluticasone Propionate<br>Jrea  | 5%<br>1%<br>40%   | Ferbinafine HCI<br>Flurbiprofen<br>Salicylic Acid<br>Cicasone Propionate<br>Diclopirox Olamine<br>Jrea   | 1.67%<br>2%<br>5%<br>1%<br>8%<br>20%   |
| 240gm = 30 day supply 240gm = 30 day supply  |   |   | (SIG: Apply 1-2 gm 2x a day.)<br>120gm = 30 day supply  |   | (SIG: Apply to nail bed 2x a day.)<br>30mL = 30 day supply   |  |
| Scar   |   |   | Wound Care  |   | Anti-Allergy   |  |
| Tamoxifen Citrate 0.1% 1% 1%   | J Fluticasone Propionate Levocetirizine Dihydrochloride   | 1% P                                      | K<br>Phenytoin  | 5% i  | L<br>Fluticasone Propionate<br>Levocetirizine Dihydrochlori  | 0.1%<br>de 2%  |
| Caffeine Citrate 0.1%<br>Lipoic Acid DL-alpha 0.5%<br>EGCG 1%  | Tamoxifen Citrate   | 0.1%                                      | Misoprostol   | %   |  |  |
| Caffeine Citrate 0.1%<br>Lipoic Acid DL-alpha 0.5%   | Tamoxifen Citrate  (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  | -   | SIG: Apply 1-2 gm 2x a day to affec<br>with each change of wound dres<br>120gm = 30 day supply  |   | SIG: Apply 1-2 gm 2x a day<br>area for allergi<br>120gm = 30 day s   | es.)   |
| Caffeine Citrate       0.1%         Lipoic Acid DL-alpha       0.5%         EGCG       1%         Betamethasone Acetate       0.1%         (SIG: Apply 1-2 gm 2x a day.)       120gm = 30 day supply   | Tamoxifen Citrate   | -   |   |   | area for allergi   | es.)<br>supply   |
| Caffeine Citrate       0.1%         Lipoic Acid DL-alpha       0.5%         EGCG       1%         Betamethasone Acetate       0.1%         (SIG: Apply 1-2 gm 2x a day.)       120gm = 30 day supply   | (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  aneous  N Cimetidine Deoxy D-Glucose 5-Fluorouracii  | 2%<br>0.2%<br>5%<br>20%<br>1%<br>then     | SIG: Apply 1-2 gm 2x a day to affec<br>with each change of wound dres<br>120gm = 30 day supply  | ted area or ssing.)  0.8%                                       | area for allergi<br>120gm = 30 day s   | 100 mg<br>250 mg<br>100 lU<br>10 mg<br>50 mg<br>1 mg<br>50 mg<br>1 mg  |
| Caffeine Citrate   | (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  aneous  N Cimetidine Deoxy D-Glucose 5-Fluorouracil Salicylic Acid Fluticasone Propionate (SIG: Apply to warts 2x a day for a week t once daily for three to six weeks as direct 30gm = 30 day supply  | 2% CO.2% 5% 20% 1% then ted.)             | SIG: Apply 1-2 gm 2x a day to affect with each change of wound dres 120gm = 30 day supply  Antiemetic  Ondansetron HCI  (SIG: Apply 1-2 gm externally 2-3) needed.)   | 0.8%  | area for allergi 120gm = 30 day s  General Well  P Coenzyme Q-10 ipoic Acid ritamin D3 Methylcobalamin Pyridoxial-5-Phosphate Resvertrol folic Acid (SIG: Take 1 capsule by m 60 capsules = 30 da  | 100 mg<br>250 mg<br>1000 tl<br>10 mg<br>70 mg<br>50 mg<br>1 mg<br>outh 2x a day.)  |
| Caffeine Citrate   | (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  aneous  N Cimetidine Deoxy D-Glucose 5-Fluorouracil Salicylic Acid Fluticasone Propionate (SIG: Apply to warts 2x a day for a week t once daily for three to six weeks as direct 30gm = 30 day supply  | 2% CO.2% 5% 20% 1% then ted.)             | SIG: Apply 1-2 gm 2x a day to affec with each change of wound dres 120gm = 30 day supply  Antiemetic  Ondansetron HCI  (SIG: Apply 1-2 gm externally 2-3) needed.) 180gm = 30 day supply                              | 0.8%  | area for allergi 120gm = 30 day s  General Well  P Coenzyme Q-10 ipoic Acid ritamin D3 Methylcobalamin Pyridoxial-5-Phosphate Resvertrol folic Acid (SIG: Take 1 capsule by m 60 capsules = 30 da  | 100 mg<br>250 mg<br>1000 tl<br>10 mg<br>70 mg<br>50 mg<br>1 mg<br>outh 2x a day.)  |
| Caffeine Citrate   | (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  aneous  N Cimetidine Deoxy D-Glucose 5-Fluorouracil Salicylic Acid Fluticasone Propionate (SIG: Apply to warts 2x a day for a week t once daily for three to six weeks as direct 30gm = 30 day supply  | 2% CO.2% 5% 20% 1% then ted.)             | SIG: Apply 1-2 gm 2x a day to affect with each change of wound dress 120gm = 30 day supply  Antiemetic  Ondansetron HCI  (SIG: Apply 1-2 gm externally 2-3s needed.) 180gm = 30 day supply  MPORTANT! Do Not Use Misc | 0.8%  | area for allergi 120gm = 30 day s  General Well  P Coenzyme Q-10 ipoic Acid ritamin D3 Methylcobalamin Pyridoxial-5-Phosphate Resvertrol folic Acid (SIG: Take 1 capsule by m 60 capsules = 30 da  | 100 mg<br>250 mg<br>1000 tl<br>10 mg<br>70 mg<br>50 mg<br>1 mg<br>outh 2x a day.)  |
| Caffeine Citrate   | (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  aneous  N Cimetidine Deoxy D-Glucose 5-Fluorouracil Salicylic Acid Fluticasone Propionate (SIG: Apply to warts 2x a day for a week to once daily for three to six weeks as direct 30gm = 30 day supply | 2% CO | SIG: Apply 1-2 gm 2x a day to affect with each change of wound dress 120gm = 30 day supply  Antiemetic  Ondansetron HCI  (SIG: Apply 1-2 gm externally 2-3s needed.) 180gm = 30 day supply  MPORTANT! Do Not Use Misc | 0.8%  | area for allerging 120gm = 30 days  General Well  P  Coenzyme Q-10  ippoic Acid  Vitamin D3  Methylcobalamin  Pyridoxial-5-Phosphate  Resvertrol  Folio Acid  (SIG: Take 1 capsule by more acid of the company of the co | as.) supply supply supply supply like a day.) supply suppl |
| Caffeine Citrate   | (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  aneous  N Cimetidine Deoxy D-Glucose 5-Fluorouracil Salicylic Acid Fluticasone Propionate (SIG: Apply to warts 2x a day for a week t once daily for three to six weeks as direct 30gm = 30 day supply  | 2% CO.2% 5% 1% then ted.)                 | SIG: Apply 1-2 gm 2x a day to affect with each change of wound dress 120gm = 30 day supply  Antiemetic  Ondansetron HCI  (SIG: Apply 1-2 gm externally 2-3) needed.) 180gm = 30 day supply  MPORTANT! Do Not Use Misc | ted area or ssing.)  0.8%  x a day as  pprostol on Proggm   240 | area for allergi 120gm = 30 day s  General Well  P Coenzyme Q-10 ipoic Acid //tamin D3 Methylcobalamin /yridoxial-5-Phosphate //desvertrol //olic Acid //sic Take 1 capsule by m //ocapsules = 30 da //egnant Patients without Co  | as.) unuply  ness  100 mg 250 mg 1000 l0 10 mg 70 mg 1 mg 50 mg 1 mg buth 2x a day.) supply  supply  nsulting Provide  |
| Caffeine Citrate Lipoic Acid Di-alpha Lipoic Acid D | (SIG: Apply 1-2 gm 2x a day.) 120gm = 30 day supply  aneous  N Cimetidine Deoxy D-Glucose 5-Fluorouracil Salicylic Acid Fluticasone Propionate (SIG: Apply to warts 2x a day for a week t once daily for three to six weeks as direct 30gm = 30 day supply  | 2% CO.2% 5% 1% then ted.)                 | SIG: Apply 1-2 gm 2x a day to affec with each change of wound dres 120gm = 30 day supply  Antiemetic  Ondansetron HCl  (SIG: Apply 1-2 gm externally 2-3 needed.) 180gm = 30 day supply  MPORTANT! Do Not Use Misc    | ted area or ssing.)  0.8%  x a day as  pprostol on Proggm   240 | area for allergi 120gm = 30 day s  General Well  P Coenzyme Q-10 ipoic Acid //tamin D3 Methylcobalamin /yridoxial-5-Phosphate //desvertrol //olic Acid //sic Take 1 capsule by m //ocapsules = 30 da //egnant Patients without Co  | as.) pupply ness  100 mg 250 mg 1000 l0 10 mg 70 mg 50 mg 1 mg 50 mg 1 mg buth 2x a day.) supply susphy susphy Refills:  |

## Posters, Flyers, Brochures & Magazines

