RxMeds Specialty Pharmacy

Patient Rights, Safe Disposal & Cold-Chain Emergency Plan

465 Boulevard SE, Ste 111A, Atlanta, GA 30312 · (678) 705-5968 · 24/7 pharmacist (470) 645-4029

Your rights

- Be treated with dignity, respect and without discrimination.
- Have your health information kept private under HIPAA.
- Know the cost of your medication and your payment options before it is dispensed.
- Receive clear information about your medication, including side effects.
- Speak with a pharmacist, and get help in your preferred language.
- Refuse or stop services, and be told what that may mean for your health.
- Voice a complaint without fear of retaliation, and get a response.

Your responsibilities

- Give us accurate health, medication, allergy and insurance information.
- Tell us about changes to your address, phone, insurance or medications.
- Follow the treatment plan agreed with your provider, or tell us if you can't.
- Request refills before you run out and be available for deliveries.
- Pay any copay or balance you owe, or ask us about assistance.

How to file a complaint

- Call (678) 705-5968 or use the secure message form at rxmedsspecialty.com/contact.
- We acknowledge complaints within 5 business days.
- You may also contact the Georgia Board of Pharmacy.

Safe medication disposal

- Use a drug take-back location or DEA National Take Back Day.
- No take-back nearby? Mix pills with coffee grounds or cat litter in a sealed bag, then put it in household trash.
- Flush only medications on the FDA flush list.
- Put used needles and pens in an FDA-cleared sharps container — never loose in the trash.
- Scratch out personal information on labels before throwing bottles away.

Cold-chain emergency plan (power outage)

- Keep the refrigerator and freezer doors closed — a closed fridge stays cold about 4 hours.
- For longer outages, move medication to a cooler with ice packs. Don't let it touch the ice directly or freeze.
- Write down how long the medication was out of 36°F–46°F.
- Don't use medication that froze or got hot. Call us first.
- Call our 24/7 pharmacist line at (470) 645-4029. We'll tell you if it's still safe and arrange a replacement.
- Before a storm, ask us for an early refill and keep a cooler and ice packs ready.