



A SPECIAL WELCOME FROM RX4PREVENTION

1010 West Madison Street
Washington, Iowa 52353

Your Needs . . . Are Our Priority!

Our Mission

First of all, we consider it a privilege to serve you.

The mission of Rx4Prevention is to provide our patients with the best service possible.

It is our goal to offer quality products...at a fair market price.

We are dedicated to treat our patients with dignity, courtesy, and respect.

We are committed to provide impeccable assistance and answer questions in a clear & forthright manner.

We recognize that accuracy, timely deliveries, compassion, and communication provide the foundation for the quality care and service we provide.

| RX4PREVENTION HOURS | |
|---------------------|-------------------|
| Monday-Friday | 8:30 AM – 5:00 PM |
| Saturdays | Closed |
| Holidays | Closed |

If you should have any questions or concerns, please contact us at one of the numbers below for more information. If we do not satisfy you or address your concerns we want to know. To assist us in quality management, please take some time to fill out our Customer Satisfaction Survey.

We will provide one if you do not have one.

RX4PREVENTION PHARMACY PHONE NUMBERS:

During Regular Business Hours

Phone: 888-235-2820 Fax: 888-241-8223

After-Hours Emergency Needs

Pharmacists-in-Charge

Philip Ostrem 319-331-2552

KEY SERVICES: Rx4Prevention is a Closed Door Pharmacy that offers the following:

- Filling Prescriptions for vaccines and administering vaccines by utilizing State of the Art Equipment and Highly Skilled Staff.
- Providing On-Site Training to Nursing Home Staff relevant toRx4Prevention Products, Policies and Procedures.
- Consulting with Nursing Homes on a regular basis with respect to patients and their prescriptions.
- Striving for perfection in Efficiency and Accuracy in Taking Orders, Preparing Fills, and Delivery of Product.

I have received and understand the following information that is part of my introductory packet of materials.

- CMS/Medicare Supplier Standards
- Customer Rights & Responsibilities
- Privacy Policy
- Product Education, if applicable
- Customer Satisfaction Survey
- How to Deal with Concerns that I May Have

Customer Signature: _____ **Date:** _____