



Prescription Policy

Standard Operating Procedure

Valid Prescription, Pharmacist Review & Provider Verification | Controlled Website Policy

Department Ownership	Quality & Compliance
Applies to	APS RX Website, Prescription Intake, Pharmacy Personnel & Authorized Providers
Effective Date	August 01, 2026 v1
Approved By	Executives & Pharmacist-in-Charge (PIC)
Facility	3354 Spring Stuebner Rd., Building D, Spring, TX 77389

1. Purpose

This Prescription Policy explains the requirements Apex Pharmacy Solutions ("APS RX") follows before prescription medication is dispensed. APS RX dispenses prescription medications only pursuant to a valid prescription issued by an appropriately authorized healthcare practitioner and subject to pharmacist review and verification.

2. Prescription Required

A valid prescription is required before APS RX will dispense a prescription medication. Submission of an inquiry, patient registration, clinic onboarding form, website request, payment, product selection, or other communication does not constitute a prescription and does not authorize the pharmacy to dispense medication.

Prescription requirements are determined by applicable federal law and the laws and regulations of the jurisdictions involved in prescribing, dispensing, and delivery. APS RX may request additional information when necessary to establish that a prescription is complete, valid, and legally fillable.

3. No Medication Without a Valid Prescription

APS RX will not dispense or offer to dispense prescription-only medication without receiving and verifying a valid prescription issued by a healthcare practitioner who is authorized to prescribe the medication under applicable law.

- Medication will not be dispensed solely because a patient, clinic, prescriber office, or other party requests or pays for it.
- An incomplete, altered, expired, fraudulent, unauthorized, or otherwise invalid prescription will not be processed for dispensing.
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- If required information is missing or inconsistent, the prescription may be placed on hold while the pharmacy obtains clarification or verification.
- APS RX may decline or discontinue processing when the pharmacy cannot establish that the prescription or prescribing relationship satisfies applicable requirements.

Nothing on the APS RX website is intended to create a prescription, replace an evaluation by a licensed healthcare professional, or guarantee that a medication will be dispensed.

4. Licensed Pharmacist Review

Prescriptions are subject to review by a licensed pharmacist before dispensing. The pharmacist is responsible for determining whether the prescription is complete and may be lawfully processed within the pharmacist's professional responsibilities and the pharmacy's licensed scope.

As appropriate to the prescription and information available to the pharmacy, pharmacist review may include:

- Patient and prescription information required for processing and dispensing.
- Prescriber identity, credentials, and authority to prescribe.
- Drug, strength, dosage form, directions for use, quantity, route, and other prescription elements.
- Potential duplication, interactions, contraindications, allergies, dose concerns, or other clinically relevant information within the pharmacist's professional review.
- Questions, discrepancies, unusual instructions, or information requiring clarification with the prescriber or authorized representative.
- Compliance with applicable pharmacy law, pharmacy policy, and dispensing requirements.

A prescription may be held, clarified, corrected through an authorized process, or declined when the reviewing pharmacist determines that additional information is required or that dispensing would not be appropriate or lawful. Business, clinic, production, or payment considerations do not override pharmacist professional judgment.

5. Provider Verification Process

APS RX uses a provider verification process designed to confirm that a prescription originates from an appropriately licensed and authorized practitioner before medication is dispensed. Verification may occur during provider or clinic onboarding and may be repeated or updated when circumstances require.

The verification process may include:

- Confirming the prescriber's full name and professional credentials.
- Verifying the prescriber's professional license through the applicable state licensing authority or other authoritative credential source.
- Confirming that the license is active and that the practitioner is authorized to prescribe within the applicable jurisdiction and scope of practice.
- Confirming practice or clinic information, including address, telephone number, secure contact information, and other information necessary to authenticate the prescriber or prescription.
- Verifying DEA registration when required for the medication or activity involved.
- Confirming delegated or supervisory prescribing authority when applicable to the practitioner type and jurisdiction.
- Reviewing the states or jurisdictions in which the provider practices and comparing that information with the patient's location and the pharmacy's dispensing authority.
- Contacting the prescriber, clinic, licensing authority, or other appropriate source when information cannot be independently confirmed or when discrepancies are identified.

APS RX may request updated credentials or reverify a provider when a license expires or changes, the provider changes practice information, a prescription raises an authentication concern, the pharmacy receives conflicting information, or applicable law, accreditation, certification, or pharmacy policy requires renewed verification.

6. Prescription Authentication & Integrity

APS RX maintains procedures intended to protect the authenticity and integrity of prescription orders received electronically, by telephone, in writing, through approved pharmacy systems, or through other legally permitted methods.

- Prescription information must be received through an authorized and legally acceptable method.
- Pharmacy personnel must not create, materially alter, or supply prescriber authorization that was not actually provided by the prescriber or otherwise permitted by law.
- Suspected forged, fraudulent, manipulated, duplicated, or unauthorized prescriptions must be escalated to a pharmacist and handled under applicable pharmacy procedures.
- Clarifications and authorized changes must be documented in the pharmacy record as required by applicable law and policy.

7. Jurisdictional & Telemedicine Compliance

APS RX requires prescription activity to comply with the laws and regulations applicable to the jurisdictions in which the practitioner practices, the pharmacy dispenses, and the patient receives services or medication. When telemedicine is involved, the prescribing process must also comply with applicable telemedicine and practitioner-patient relationship requirements.

APS RX does not independently establish that a prescriber has satisfied every element of medical practice law merely by receiving a prescription. However, the pharmacy may request supporting information, place a prescription on hold, or decline dispensing when information available to APS RX creates a concern regarding validity, prescriber authority, jurisdiction, or legal compliance.

8. Patient & Provider Information

Patients and providers are responsible for providing accurate, complete, and current information. Providing false, misleading, incomplete, or unauthorized information may delay processing and may result in the pharmacy declining to dispense.

Prescription, patient, and provider information is handled in accordance with applicable privacy and security requirements and the APS RX Privacy Policy.

9. Website & Online Service Statement

The APS RX website provides information about pharmacy services and may facilitate communication or prescription-related workflows. Website content does not constitute medical advice, prescribing, or a guarantee of medication availability or dispensing.

APS RX does not sell prescription medication to the public without a valid prescription. A medication displayed or discussed on the website remains subject to applicable law, prescriber authorization, pharmacist review, pharmacy availability, and all required dispensing controls.

10. Accreditation & Certification Alignment

This policy is intended to support APS RX compliance with applicable Texas pharmacy requirements and with prescription-validity, licensure, legal-compliance, privacy, and professional-practice expectations applicable to pharmacy accreditation or healthcare merchant certification programs in which APS RX participates.

Accreditation or certification does not replace state or federal law. When requirements differ, APS RX follows the applicable legal requirement and any additional accreditation or certification obligation that applies to the pharmacy.

11. Questions, Holds & Refusal to Dispense

APS RX may contact a provider, clinic, or other authorized party to resolve questions before dispensing. Processing may be paused while information is verified.

A pharmacist may refuse or decline to dispense when the prescription cannot be validated, required information cannot be obtained, the prescriber's authority cannot be confirmed, the prescription is outside lawful pharmacy practice, or the pharmacist determines that dispensing should not proceed under applicable law or professional standards.

12. References

- Texas State Board of Pharmacy – applicable Texas Pharmacy Act and Board rules governing prescriptions, pharmacy practice, recordkeeping, and pharmacist responsibilities.
- National Association of Boards of Pharmacy (NABP) – Healthcare Merchant and Digital Pharmacy accreditation standards applicable to valid prescriptions, licensure, privacy, prescription-order security, and pharmacist consultation.
- LegitScript – Healthcare Certification standards and terms applicable to validity of prescription, practitioner licensing, legal compliance, patient services, and privacy.
- APS RX Privacy Policy & Terms of Use; Pharmacy/Pharmacists SOP; Provider Credentialing/Verification procedures; Prescription Intake and Processing procedures.
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13. Document Control

Version	Effective Date	Approved By	Revision
1.0	August 27, 2026	Executives & PIC	New controlled Prescription Policy for website and pharmacy operations