



Frequently Asked Questions

Approved Response Guide

SHIPPING & STABILITY

Q: The medication was in transit for 2–3 days and arrived warm. Is it safe?

A: The source FAQ states that the compounded medications remain stable for up to four (4) days at temperatures up to 96°F. Ice packs are included as a precaution and may begin melting after approximately 36–48 hours, especially in warmer climates. Most shipments arrive within 1–2 days, and insulated packaging helps maintain a cooler internal temperature than the outside environment.

Storage Guidelines

- Refrigerate between 36–46°F (2–8°C).
- Do not freeze.
- Protect from sunlight.
- Discard 28 days after first puncture.
- Exception- LIPO formulations should **not** be refrigerated.

INJECTION-SITE REACTION

Q: The patient has redness or a small lump at the injection site.

A: Mild localized irritation may occur with subcutaneous injections.

- Sanitize the vial stopper and skin before injection.
- Pinch the skin and inject **slowly** at a 90-degree angle.
- Gently massage the area afterward.
- Always 2 inches from belly button
- Do not repeat in same injection site each day

NAUSEA — SEMAGLUTIDE / TIRZEPATIDE

Q: The patient reports nausea.

A: Mild nausea may occur. The patient may stay hydrated and eat smaller meals. The prescribing provider should evaluate persistent, severe, or concerning symptoms and determine whether treatment or medication changes are appropriate or prescribe Zofran.

WRONG MEDICATION RECEIVED

Q: The patient reports receiving the wrong medication. What should we do?

A: Contact Apex Pharmacy immediately so the order can be reviewed and properly handled.

- Do not use medication that may have been dispensed in error.

PRODUCT QUALITY CONCERN

Q: The patient reports unusual symptoms or a concern about the medication.

A: Advise the patient to stop using the medication until the prescribing provider or pharmacist has reviewed the concern. Do not administer additional doses when product integrity or safety is in question.

- Contact the prescribing provider for clinical guidance.
- Notify Apex immediately for internal review.
- Have the prescription and lot/batch number available.
- Provide photographs or other supporting information when requested.

VIAL QUANTITY CONCERN

Q: The patient believes the vial does not contain enough medication.

A: Please notify Apex promptly so the prescription, fill record, and reported vial quantity can be reviewed. Vials are filled and verified before release, vials have slight overfill included to account for minor variation.

- Check the medication when it arrives.
- Draw only the exact prescribed dose using the supplied/appropriate syringe markings.
- Keep photographs of the vial if a quantity concern develops.
- For the final dose, positioning the needle appropriately by pulling down so the needle is right above the stopper / lowest position available, may help access medication remaining at the bottom of the vial.
- Contact Apex before the vial is discarded if a shortage is suspected.

SYRINGE SUPPLY

Q: The patient needs additional syringes. Will Apex ship more?

A: Syringes supplied with an order are a courtesy. Apex does not separately reship extra syringes. If additional syringes are needed, refer to the syringe type supplied with the order so an appropriate replacement can be obtained from a local pharmacy, Amazon, or other lawful retail source.

PRESCRIPTION POLICY

Q: Can a prescription be changed after it is submitted?

A: Apex accepts prescriptions through its approved prescription workflow. Pharmacy staff will **not** independently change a patient's name, date of birth, medication, strength, dosage, directions, quantity, or other material prescription information. Changes requiring prescriber authorization must be handled through the pharmacist and the approved prescription-correction or new-prescription process.

Minor clerical corrections may be handled only when permitted by applicable law and pharmacy policy. When unsure, escalate to a licensed pharmacist.

SHIPPING POLICY

Q: What is the normal turnaround time?

A: Standard turnaround of approximately 24 hours. Holidays, weather, weekends, testing, inventory, or unusually high demand may extend processing to approximately 48–72 hours (providers please keep an eye on emails in case there is an error with the script, this will cause delays).

- Friday cutoff: 1:00 PM for next day shipping.
- Saturdays and Sunday: Closed.
- Apex does not offer routine expedited processing, please be prompt when sending a script.

QUALITY & TESTING

Q : Does Apex perform third-party testing, and can clinics receive testing documentation?

A: Yes. Apex Pharmacy Solutions utilizes qualified independent third-party laboratories to perform applicable quality testing on compounded preparations as part of our quality assurance program.

Upon request, clinics may receive **appropriate sterility testing documentation** for applicable compounded preparations. Additional quality information may also be provided when appropriate and authorized by the pharmacy.

Certificates of Analysis (COAs) are not routinely distributed to patients. COAs and certain laboratory or formulation records may contain proprietary, supplier-specific, or internal quality information and are maintained as part of Apex's controlled quality documentation.

If a clinic has a specific quality or testing concern regarding a dispensed preparation, please provide the **prescription number and lot/batch number** so our pharmacy and Quality Assurance team can review the applicable records and provide the appropriate documentation or response.

TAMPERED OR DAMAGED PACKAGE

Q: The package looks like it may have been tampered with.

A: First determine whether the outer carrier package showed cuts, resealing, damage, or other signs of tampering. If the concern involves an internal security seal or tape, document the condition rather than assuming why it separated.

- Provide photographs of the outer package and shipping label and medication as received then contact Apex Pharmacy. Please be advised that this must be reported immediately no more than 24 hours after package delivery.

BEYOND-USE DATE (BUD)

Q: What does BUD mean, and why can't a longer supply always be dispensed?

A: BUD means Beyond-Use Date. It is the date after which compounded preparation should not be used. We do not ship out more than 3 months supply at a time for this reason.