

Frequently Asked Questions – Patient

What is Specialty Pharmacy? Specialty Pharmacy refers to a pharmacy that provides oral medications and self-injectables that can be administered at home or in a physician’s office. These complex and costly medications usually require special storage and handling and may not be readily available at the local drug store. Sometimes these medications have side effects that require monitoring by a trained pharmacist or nurse. Acro Pharmaceutical Services focuses on providing oral and injectable medications while offering excellent customer service and clinical support to you and your caregivers.

How easy is it to order a refill? A week before your next refill, an Acro Pharmaceutical Services Representative will call you to schedule your delivery. During this call, they will confirm that you are still taking the medication, that your doctor has not changed the dose, and that you are not having any unmanageable side effects. You can also call our toll-free number to order your refill through our automatic refill line or to speak with a customer service representative.

How long does it take to receive my medication? Medications are usually shipped with priority overnight service within 24–48 hours of receipt of your prescription. Acro Pharmaceutical Services will also provide any additional supplies you need for administering your injection free of charge, including needles, syringes, and alcohol swabs.

What if I have questions about my prescription? Acro Pharmaceutical Services provides a dedicated team of pharmacists, nurses, and patient care coordinators who are available 24 hours a day, seven days a week, 365 days a year through our toll-free number.

Will my copayment change? Your co-pay will not change when you switch to Acro Pharmaceutical Services from a retail pharmacy or another specialty pharmacy. However, you may notice a difference if you currently receive medications through a mail order pharmacy because specialty oral and injectable medications are generally dispensed in a 30-day supply.

How important is it to take all of my medication? Following your doctor’s instructions for taking your medication, both the amount of the drug you should take (e.g. 20ml once a day) and the length of time you should take it (e.g., every day for three months) is the best thing you can do to ensure a successful course of treatment. At Acro Pharmaceutical Services, we understand that some medications may cause unpleasant side effects or are difficult to administer. Therefore, our pharmacists, nurses and patient care coordinators are always available to give you practical advice about dealing with these issues. They may also contact your doctor about medical management of these side effects.

What other services are available at Acro Pharmaceutical Services? For more information about our company and the services available to you, please call our toll-free number at (800) 906-7798 or visit our website at:
www.AcroPharmacy.com



DEDICATED PATIENT SUPPORT
CLINICAL EXCELLENCE
24/7 AVAILABILITY

313 HENDERSON DRIVE | SHARON HILL, PA 19079
PHONE 800-906-7798 | FAX 877-381-3806
WWW.ACROPHARMACY.COM

Please call Acro Pharmaceutical Services
at (800) 906-7798 for more details.