

Pre-Packaged Medication FAQs

Please email us at support@campdoc.com or call us at 734.636.1000. We have a dedicated staff to answer any questions you may have about your camper's medications.

Fees

How much does this service cost?

The fee is \$8.95 per camper per 30-day supply of medication. We will ship the medications to your camp for free.

What happens if I order late?

If you have not completed the health information for your camper through CampDoc.com and mailed/faxed us a copy of your camper's prescription at least 30 days before their session begins, you will be charged a late fee of \$30.00.

How is my insurance billed? How am I billed for co-pays?

We will bill your insurance company directly as prescriptions are filled. Any out-of-pocket costs (e.g. copays, deductibles, over-the-counter medications, non-covered medications) will be charged to your credit card.

Are you able to accept my insurance? What if the pharmacy does not accept my insurance?

We are contracted with all major and most minor prescription carriers. Once you submit your registration we will review the information and notify you if our pharmacy does not cover your plan. We are also happy to check and make sure your insurance is covered in advance.

Will my insurance company pay for my camper's medications if I recently filled their prescriptions?

Typically they will. Often times we will need to request a "vacation override" from your insurance company. We will contact you if we have any questions about your insurance.

Will non-prescription medication cost the same as my home pharmacy?

Our pharmacy is very competitive, and often times cheaper than chain pharmacies; however, we cannot guarantee that the price will be identical.

Packaging

How are the medications packaged?

Medications are packaged in a sealed strip package that include a detailed label with your child's name, date of birth, date and time to be administered, as well as any special instructions. Camp health staff simply tear open the perforated packet and administer your camper their medications. Only medications in pill form are included in the dose strip. All other medications will be packaged and dispensed separately.

Do you supply over-the-counter (OTC) medications, vitamins, and supplements?

Yes. We will need a prescription from your child's doctor for all medications, including over-the-counter medications, vitamins and supplements. This prescription should include dose, times to be given and any other detailed instructions.

Can you supply non-pill form medications such as inhalers, creams, drops or liquid medications?

Yes, the medications will be included in separate, resealable packages with dosing instructions.

Can you package prescription medications my child uses on "as needed" basis?

Yes, both prescription and over the counter medications can be packaged "as needed". They will be packaged separately and labeled with instructions for administration.



How can I be sure medications will be packaged exactly the way child takes them?

It is your responsibility to review the prescription before submission to ensure it is written correctly. The prescription should be written for the time of day (i.e. breakfast, lunch, dinner, bedtime) your camper should take the medication. If the medication is taken "as needed" please make sure that is specified on the prescription.

Can a half pill be packaged?

Yes, your camper's physician must specifically write your child's prescription to be packaged as a half pill. You must indicate your request upon registering so we can determine whether the specific medication is "durable" and is able to be split.

What time are medications dispensed as camp?

Most camps dispense medications at mealtimes and bedtime. If your camper's medication is required to be taken at a certain time please make sure your doctor indicates the times taken with the medication. Prescriptions written as "one pill per day" will be administered at breakfast unless otherwise indicated.

Medications

Will you dispense generic or brand medications?

Our pharmacy will dispense generic medications unless otherwise specified by your physician as "Do Not Substitute" or "Brand Only". Please notify your camper's physician accordingly if you do not want generic prescription or over-the-counter medications.

What if my camper is at camp for longer than a month?

Most prescriptions can be written with refills. All controlled substances require an additional 30 day prescription. Our "letter to the doctor" explains this process for your camper's physician.

What if my camper's medication needs to be refilled while at camp?

If your camper is at camp for more than 30 days, we will refill the medication and ship it directly to your camp. Do not refill your camper's medication while at camp, as this will cause your insurance to reject our insurance claim.

What if my camper is started on a prescription or nonprescription daily medication after the deadline date to register and submit prescriptions has passed?

We will work with you regarding late medication changes. Please contact us as soon as you are aware of any changes to your camper's medication regimen.

After Camp

What happens to the extra medications if my child is at camp less than 30 days?

All medication is packaged for a 30 day supply unless the prescription is written for less than one month. All unused medication will be sent home with your camper on the last day of camp.

Can you provide me with prepackaged medications for my child after camp is over?

Absolutely, many of our camp families extend our service to use it all year long. We can ship medications directly to your home, your child away at school, or for any family member you believe would benefit from dose packaging.

Questions

Please email us at support@campdoc.com or call us at 734.636.1000. We have a dedicated staff to answer any questions you may have about your camper's medications.

