

## Pre-Packaged Medication Guide

Your camp is partnering with CampDoc.com to provide a safe, secure and cost-effective solution for managing camper medications throughout the summer!

Processed through the CampDoc.com electronic health record, pre-packaged medications for your camper will be delivered directly to your camp prior to their arrival. Medications will be shipped in sealed packages, clearly labeled with the camper's name and dispensing instructions.

Our team has put together these support documents for you, as a tool to help in the process. We recommend reviewing these documents in full now, and consulting them as needed in the months leading up to the summer:

- [Important: Please Read!](#)
- [Deadlines and Fees](#)
- [Prescribing Instructions](#)
- [Frequently Asked Questions](#)
- [Sample Over-the-Counter Medication Price List](#)

As always, please do not hesitate to contact us if you ever have questions or need help. We are here to make sure you and your campers have a healthy, safe and successful summer.

You can email our general help desk at [help@campdoc.com](mailto:help@campdoc.com) or call us anytime at 734.636.1000.

Happy camping,

The CampDoc.com Team



## IMPORTANT: PLEASE READ!

Please review the information below for important instructions on your camper's medications. You will find additional answers to your questions on the [Deadlines and Fees](#) and [Frequently Asked Questions](#) pages.

### BRAND VS GENERIC

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. It is your responsibility to confirm the prescription is written correctly.

### OVER-THE-COUNTER (OTC) MEDICATIONS

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

### CONTROLLED SUBSTANCES

Schedule II controlled substances must be written on an original prescription pad and mailed to our pharmacy (e.g. Adderall, Concerta, Ritalin). They may NOT be faxed.

Please provide two (2) separate prescriptions if your camper is staying more than thirty (30) days. We must have one (1) prescription for each thirty (30) day supply needed. Do not post-date prescriptions for Schedule II medications, but instead have your camper's physician indicate a fill date two (2) weeks before the session begins.

For example, if your camper's eight-week session begins on 6/15/2016, the prescription should list the actual date it was issued, but the physician should also list Do Not Fill Before 6/1/2016.

### REFILLS

If your camper is staying more than thirty (30) days, please make sure your camper's physician includes at least one (1) refill on the prescription before it is sent to our pharmacy. Most prescriptions can be written with refills, except controlled substances which require an additional thirty (30) day prescription as noted above.

If your camper is staying more than thirty (30) days, and the prescription is written with a refill, it will be shipped to the camp. If your camper takes "As Needed" medications and you only want one (1) shipment sent, do not include a refill on the prescription.

## Deadlines and Fees

Please review the deadlines and fees below to avoid any surprises. We encourage you to complete your camper's health profile and submit their prescriptions as early as possible. Families that wait until the last minute will be charged additional fees.

### **PROCESSING FEE**

We charge a non-refundable \$9.95 processing fee at the time you complete your camper's health profile. This fee is for a 30-day supply of medications and is *per child*, not *per medication*. If your camper takes multiple medications you will only be charged \$9.95 once. If your camper is staying more than thirty (30) days, you will be charged a second \$9.95 processing fee.

We recommend completing your child's health profile and sending in all prescriptions at least sixty (60) days prior to your camper's session start date. You must submit prescriptions at least thirty (30) days before your camper's start date to avoid a rush fee or expedited shipping fee.

### **RUSH FEE**

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 thirty (30) days before their session begins, you will be charged a \$30.00 rush fee.

### **EXPEDITED SHIPPING FEE**

For prescriptions received less than ten (10) days before your camper's session begins, a \$30.00 rush fee and \$50.00 expedited shipping fee will be charged. We cannot accept any prescriptions less than five (5) days before the camper's session begins.

### **CHANGE FEE**

Any medication changes or cancellations made less than thirty (30) days prior to the camper's start date will be charged a \$10.00 fee per medication. Changes or cancellations greater than thirty (30) days prior to the camper's start date will be made at no cost.

# Prescribing Instructions

Your healthcare provider may submit the medications for your camper using one of the following methods. E-Prescribing is the preferred method.

## E-PRESCRIBING

Pharmacy Identifier	Grane Supply Inc NABP 3968964 NPI 1376520676
---------------------	--

## MAILING

Mailing Address	GraneRx / CampDoc.com 105 Gamma Drive Ste 100 Pittsburgh, PA 15238
-----------------	--

## FAX

Fax Number	412-963-9729
------------	--------------

Note: Faxed prescriptions MUST come from your healthcare provider's office. They may NOT be faxed by the parent/guardian.

## VERBAL

Phone Number	866-824-6337 (option 1 for the pharmacist)
--------------	--

## IMPORTANT

Schedule II controlled substances MUST be **e-prescribed** or written on an original prescription pad and **mailed** to our pharmacy (e.g. Adderall, Concerta, Ritalin). They may NOT be faxed.

# Frequently Asked Questions

## FEES

### How much does this service cost?

The fee is \$9.95 per camper per 30-day supply of medication. This fee is charged at the time you complete your camper's health information, and is non-refundable.

### What happens if I order late?

We recommend sending all prescriptions at least sixty (60) days prior to your camper's session start date. 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 thirty (30) days before their session begins, you will be charged a rush fee of \$30.00. For prescriptions received less than ten (10) days before their session begins, a \$30.00 rush fee and \$50.00 expedited shipping fee will be charged. We cannot accept any prescriptions less than five (5) days before the camper's session begins.

### What if my camper's medications change after I've already submitted the prescriptions?

Please contact us as soon as you are aware of any changes to your camper's medication regimen. Any medication changes or cancellations made less than thirty (30) days prior to the camper's start date will be charged a \$10.00 fee per medication. Changes or cancellations greater than thirty (30) days prior to the camper's start date will be made at no cost.

### 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. Please see our sample [Over-the-Counter Medication Price List](#).

## PRESCRIPTIONS

### How do I send you the prescriptions?

Please complete all of the information in your CampDoc.com account. You will then be able to print out a "Pre-Packaged Medication Order Form" to take to your camper's doctor. Your doctor will be able to e-prescribe, mail, fax or call in your camper's medications to our pharmacy.

**IMPORTANT:** Faxed prescriptions MUST come from your healthcare provider's office. They may NOT be faxed by the parent/guardian. Schedule II controlled substances MUST be e-prescribed or written on an original prescription pad and mailed to our pharmacy (e.g. Adderall, Concerta, Ritalin). They may NOT be faxed.

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

If your camper is staying more than 30 days, please make sure your camper's physician includes at least one (1) refill on the prescription before it is sent to our pharmacy. Most prescriptions can be written with refills. All controlled substances require an additional thirty (30) day prescription.

All prescriptions written with a refill will be shipped to camp. If your camper takes "As Needed" medications and you only want one (1) shipment sent, do not include a refill on the prescription.

## MEDICATIONS

### 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. Please see our sample [Over-the-Counter Medication Price List](#).

### 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. It is your responsibility to confirm the prescription is written correctly.

### Are you able to supply growth hormone or allergy shots?

No, we are not able to supply growth hormone or allergy shots. Please contact your camp directly to discuss their preferred method for supplying these medications to camp.

### Are you able to package homeopathic medications?

No, we are not able to supply homeopathic medications. Please contact your camp directly to discuss their preferred method for supplying these medications to camp.

### Can you supply non-pill form medications (e.g. inhalers, creams, drops or liquid medications)?

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

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

If your camper is at camp for more than thirty (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.

## INSURANCE

### 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 on file.

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

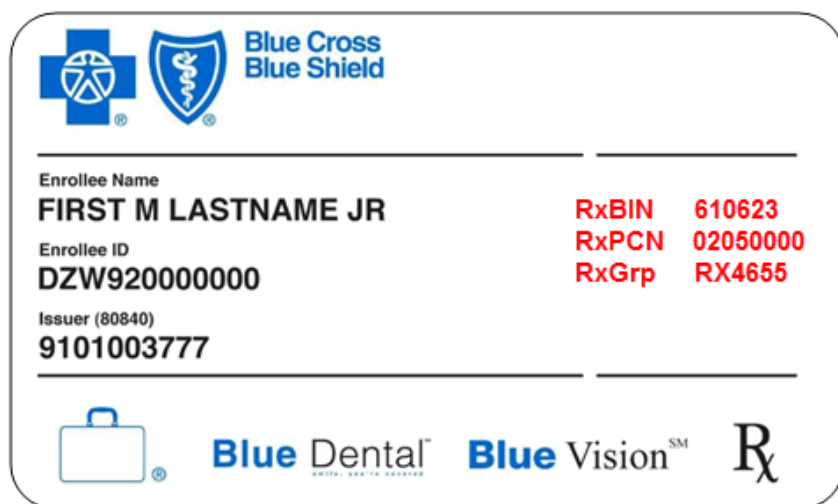
We are contracted with all major and most minor prescription carriers. We are happy to check and make sure your insurance is covered in advance. Once you submit your registration we will review the information and notify you if our pharmacy does not cover your plan. You will be notified via email if there is an issue with your insurance, and it is your responsibility to contact us with any questions or to cancel your order.

## 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.

## What are PCN and BIN?

PCN stands for Processor Control Number and BIN stands for Bank Identification Number. If you have prescription insurance coverage, then your plan must have a BIN and PCN. If you are not able to locate these numbers on your insurance card, you will need you to call either your local pharmacy where you have received prescriptions before, or your insurance company to obtain this information.



## 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.

### 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 check that the prescription 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 a prescription is written as "once a day" with no specific time, the medication will be packaged for breakfast. 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 if the specific medication is "durable" and able to be split.

### What time are medications dispensed at 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.



## Sample Over-the-Counter Medication Price List

Our pharmacy is very competitive, and often times cheaper than chain pharmacies; however, we cannot guarantee that the price will be identical. Please review a sample list of the over-the-counter medications, vitamins and supplements we offer. Note: All medication pricing is subject to change.

### ALLERGY

Medication Name	Type	Quantity	Price*
Allegra 180mg	Brand	30	\$29.95
Allegra 30mg/5mL	Brand	240mL	\$29.95
Allegra D 24 Hour 180-240mg	Brand	30	\$59.95
Allegra ODT 30mg	Brand	12	\$19.95
Cetirizine 10mg	Generic	30	\$14.95
Cetirizine 1mg/mL	Generic	120mL	\$14.95
Claritin Chewable 5mg	Brand	30	\$34.95
Claritin Reditab 10mg	Brand	30	\$39.95
Diphenhydramine 12.5mg/5mL	Generic	120mL	\$9.95
Diphenhydramine 25mg	Generic	30	\$10.95
Fexofenadine 180mg	Generic	30	\$24.95
Fexofenadine 60mg	Generic	30	\$24.95
Ketotifen Fumarate	Generic	5mL	\$14.95
Loratadine 10mg	Generic	30	\$12.95
Zaditor	Brand	5 mL	\$19.95
Zyrtec 10mg	Brand	30	\$29.95
Zyrtec Dissolve Tabs 10mg	Brand	24	\$34.95

### PAIN

Medication Name	Type	Quantity	Price*
Acetaminophen 500mg	Generic	30	\$9.95
Ibuprofen 100mg/5mL	Generic	120mL	\$14.95
Ibuprofen 200mg	Generic	30	\$9.95

## DIGESTIVE

Medication Name	Type	Quantity	Price*
Align Probiotic Supplement	Brand	42	\$49.95
Culturelle Digestive Health	Brand	30	\$29.95
Ex-Lax 15mg	Brand	24	\$12.95
Fiber Gummies	Generic	30	\$12.95
FiberCon 625mg	Brand	36	\$14.95
Lactaid Fast Act Chew	Brand	60	\$24.95
MiraLAX	Brand	510	\$29.95
Polyethylene Glycol 3350	Generic	510	\$24.95

## SLEEP

Medication Name	Type	Quantity	Price*
Melatonin 1mg	Generic	30	\$12.95
Melatonin 3mg	Generic	30	\$12.95
Melatonin 5mg	Generic	30	\$12.95
Melatonin Sublingual 5mg	Generic	30	\$14.95

## VITAMINS

Medication Name	Type	Quantity	Price*
Calcium Adult Gummies	Generic	30	\$11.95
Centrum Chewable	Brand	30	\$10.95
Flintstones Complete	Brand	30	\$12.95
Lil Critters Gummy Vitamins	Brand	30	\$12.95
Multivitamin	Generic	30	\$10.95
Vitamin D3 1000 IU	Generic	30	\$12.95
Vitamin D3 2000 IU	Generic	30	\$12.95
Vitamin D3 5000 IU	Generic	30	\$14.95