**Welcome to Vital Care of New Braunfels!** Our purpose is to provide you with quality care in the home setting through our dedicated and trained staff. During your care, we hope you will find our staff to be friendly, accommodating, professional, and caring.

# About Us…

Vital Care of New Braunfels is a privately-owned for-profit company with Raman Patel as owner. Our pharmacy provides services to all eligible patients and is non-discriminatory towards patients based on race, color, national origin, disability, limited English proficiency, or age.

The scope of services provided includes:

- The compounding of sterile intravenous, intramuscular, and subcutaneous medications
- Equipment and supplies to administer your medication
- Providing nursing services to teach you how to administer medications, provide catheter care, and when appropriate, administer medications
- The supply of enteral feedings and ancillary equipment for administration
- Consultative pharmacy services to coordinate care with your home health care agency

# Store Hours

Our store and office hours are 9:00 am until 5:00 p.m. Monday through Friday. However, we may be reached 24 hours a day through our answering service. To access our after-hours number please call **(737) 399-4840** and follow the instructions provided.

# Disability Accommodations

Our facility is compliant with ADA requirements. If you plan on visiting our facility, and you require any assistance to accommodate your disability, please inform our staff and we will be pleased to work with you to make your visit convenient and safe. Also, if you are unable to read or comprehend any of our training materials or consent forms, please let us know and we will be happy to read, explain, or translate any of those materials for you.

# Delivery of Medication and Supplies

At Vital Care of New Braunfels, every effort will be made to prepare your medication as soon in advance as practical for your treatment. Considerations for stability of drugs, dosage adjustments by your physician, and your lab data may affect when your products are prepared. Our staff will keep an open line of communication with you to make sure the time we arrange for delivery of your medication and supplies is convenient for you.

After your first delivery we will contact you on a regular basis to review the items remaining in your home and calculate how many doses of medications and items you will need us to deliver. This regular inventory is required to ensure that you receive the correct items, and to ensure that you are using your medications and supplies at the correct rate and on the correct schedule. If we determine that there is an issue with your use of supplies, we will discuss it with you and possibly your home care agency and/or physician.

# Compliments, Complaints, and Concerns

If for some reason you are not satisfied with the level of service provided to you by our company, please feel free to call **Mr. Victor H. Canales, R.Ph. at (737) 399-4840.** You may write to us with any complaints so that we may respond and resolve any issue that may arise. Calling to tell us your concern is something we welcome and would never hold against you. Letters may be mailed to the following address. Please allow 7 business days for a reply to any complaints received by mail.

Vital Care of New Braunfels
2810 Oak Run Parkway
New Braunfels, Texas 78132

Since our pharmacy is accredited by the Accreditation Commission for Health Care (ACHC) you may contact them to express concern, complaint, or complement each other regarding our services. They can be reached at (919) 785-1214.

To file a complaint with the State Board of Pharmacy, they can be reached at (800) 821-3205.

To file a complaint with the Board of Nursing, they can be reached at (512) 305-6838.

We encourage our patients to feel free to contact us to discuss any concern they have about a safety issue.

**The Food and Drug Administration (FDA) requires that we provide the following information to you: "Call your doctor for medical advice about side effects. You may *report side effects to the FDA at 1-800-FDA-1088".***

Receiving care at home can be a most rewarding experience. We will do everything possible to keep your family together at home, where you have worked to make life more comfortable!

Sincerely,

**Victor H. Canales, R. Ph.**