

## **Four Key Points About Purchasing your Prescriptions From Meds4Mail**

1. You can only order medication for personal use. Therefore the maximum order, as controlled by the U.S. government, is a 90-day supply.
2. You cannot order narcotics or other controlled substances.
3. You must provide a prescription from your doctor. A valid prescription is required from a licensed physician authorized to prescribe medications in the United States. Our licensed Canadian physicians will review and co-sign your American prescription prior to your order being filled.
4. You must have had a physical examination in the past 12 months. We will also verify with our own licensed medical professionals that what is being dispensed is appropriate therapy for you. Your physician will be contacted for explanation and clarification if there are any concerns.

## **Why do I have to fill out the Patient Information Form?**

Our Canadian doctors and pharmacists need to review your medical history and the medications you are taking in order to correctly assess your drug therapy. They also need to check for drug contraindications. Please remember to inform your doctor of all the medications (prescription or OTC) you are taking because certain drugs should not be taken together.

## **What drugs can an American citizen buy from a Canadian pharmacy? Can I get what my doctor prescribes?**

When you order from Meds4Mail you have access to over 3,000 prescription medications. Chances are excellent that we will have your medication in stock. A person can buy a wide variety of medications, provided they are not controlled substances i.e. Codeine or Tylenol #3. Therefore, if you have been taking a medication for a specific condition, you can buy it from a Canadian pharmacy. If you get sick and need medication right away, such as an antibiotic to treat an ear infection, you should not buy that from a Canadian pharmacy. This would not be in your best interest, as you would certainly require the medication immediately.

## **Are the medications from Meds4Mail the same quality that I would get in the United States?**

Yes, in fact, and this may be somewhat hard to believe, many of the medications you will receive from Meds4Mail actually come from the same manufacturer as those sold in the United States. Pharmaceutical companies in the United States not only sell in the United States, they sell medications worldwide. Because of different laws, the costs of medications in Canada are significantly less than in the United States. For example, a drug might be manufactured in the United States and then sold to a Canadian pharmacy, like Meds4Mail, at a lower cost than what it would be sold to a U.S. pharmacy. This is one reason why Meds4Mail can turn around and sell this drug to a U.S. citizen at a much lower cost. You may be asking yourself why everyone isn't buying from pharmacies in Canada. There are several likely reasons, which will be addressed in this document. First and foremost, the majority of people

in the U.S. are not aware that this service even exists. Secondly, some people have concerns over the legality of this type of service. Finally, there are also some general health care issues. Many U.S. citizens have health insurance plans with a co-payment structure. As a result, the patient pays less because they only have a co-payment. (Currently, there are over 2 million US citizens ordering their medications from Canadian mail order pharmacies.)

### **Will the pills look different and what if you do not carry what I am looking for?**

Some of the pills you receive from Meds4Mail may look different because they are generic versions of a “brand name” drug or because a different drug company may manufacture them. Although these pills may look different, they contain the exact same chemical ingredients that are present in the pills available in the US. There are certain drugs which are available in the United States but are not yet available in Canada. Under such circumstances, Meds4Mail will contact your doctor to authorize another therapeutically equivalent drug that is available in Canada. If your doctor does not wish to authorize this change, legally we cannot dispense your prescription. Note: Some brand name drugs in the USA are available under different trade names in Canada. For example, Prilosec in the US is called Losec in Canada. We will not send you a medication that does not have the approval of your doctor and which passes the stringent standards enforced by our pharmacists.

### **Is it legal and what are the laws of the United States with regard to this type of service?**

You will hear people say that this is illegal. In actual fact, there are U.S. laws that are designed to prevent large quantities of medications from being imported to the United States for resale. However, the U.S. government acknowledges that there are millions of American citizens who cannot afford health insurance and the real cost of purchasing medication in the United States.

**The following is an excerpt from the Minnesota RX Connect website - established by the State of Minnesota to provide answers about purchasing prescription drugs from Canadian pharmacies:**

“The U.S. Food and Drug Administration (FDA) maintain that:

1. Re-importing into the U.S. prescription drugs originally manufactured in the U.S. is a violation of the Food Drug and Cosmetic Act; and
2. Importing medications made in other countries violates the Food, Drug and Cosmetic Act if the medicine is not approved by the FDA or if it does not meet all FDA approval requirements.

However, to our knowledge, the U.S. government has not stopped individual U.S. residents from buying small amounts of prescription drugs for their own personal use, or that of a family member, and the FDA has made statements to the media that they do not plan to interfere with such small individual purchases. If you wish, you can read the FDA's policy on "personal use." It basically says that FDA staff can choose not to stop shipments that might violate federal law, under these circumstances:

1. the appropriate use is identified, is not for the purpose of a serious condition, and the product is not considered dangerous;
2. the medication is for a serious condition and is not available in the U.S.;
3. the medication is not promoted to U.S. residents;
4. the FDA does not consider the medication to pose an unreasonable risk;
5. the person buying the medication verifies that the medication is for personal use, and provides the name and address of his/her U.S. doctor or can show that the medication is necessary to continue treatment.

It is important to know that the FDA considers this policy to be discretionary and they could choose to change it at any time.

It is illegal under Canadian law for a pharmacy to sell any medication that is not approved for sale in Canada by the Government of Canada's Therapeutic Products Directorate.

Meds4Mail is licensed and certified "bricks and mortar" pharmacy staffed by fully qualified and licensed pharmacists. Meds4Mail's Pharmacy is licensed in the province of Manitoba by: The Manitoba Pharmaceutical Association. License #32005.

As a result American citizens are able to purchase medications from Canada as long as it is for personal use. This has created an opportunity for millions of people like you.  
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### **Are there any medical concerns from U.S. doctors?**

Yes, some medical professionals in the United States are concerned that Canadian pharmacies are using drugs that do not meet FDA standards. They worry that the pharmacies do not have supervising pharmacists and that some companies you may deal with may be a "flyby- night" type of company.

### **How we resolve these concerns:**

1. Meds4Mail only uses approved medications that have met the standards of the Canadian government's Health Protein and Food Branch (HPFB) and the Government of Canada's Therapeutic Products Directorate. These standards are very similar to, and at times more strict than, the FDA in the United States.
2. Meds4Mail is a fully licensed and certified "bricks and mortar" pharmacy and we are subject to the same regulations and professional standards of conduct as a pharmacy located in the local mall. Unlike other "internet pharmacies", which may have their offices in other countries and take orders and fill their prescriptions from potentially unlicensed faculties, Meds4Mail pharmacists fill Meds4Mail prescriptions from our pharmacy! Our Pharmacists are licensed and certified by the governing provincial authority. Meds4mail uses the Internet to reach customers that are looking to save money on their prescription needs. The review process that Mail4Meds uses means that two pharmacists - who will also contact your doctor directly if they have any questions, check your prescription. We are committed to providing all of all clients with the best in pharmaceutical care.

### **How can do I pay for my prescription?**

Meds4Mail offers four easy methods to pay for your prescription - VISA, Mastercard, cheque or International money order.

### **How long does it take to process and receive my order?**

Once Meds4Mail has received your patient information and order forms, and prescription(s), our Canadian doctors will review and co-sign them and send them back to our Canadian pharmacy. Generally, orders are shipped out of the Canadian pharmacy within 2 business days provided there are no unforeseen delays. Once your order is shipped, you should receive it within 10 business days. We always recommend that you order your medications at least three to four weeks in advance before your medication supply runs out. NOTE: Please allow random delays at US customs. You will be given a tracking number that you can use to track your shipment through Canada Post or you can contact our toll free number to talk with one of customer service representatives.

### **What about refills for my prescription?**

Meds4Mail's dedication to providing you with the best in pharmaceutical care extends to ensuring that you are aware of when your supply of medication is about to run out. Meds4Mail state of the art software will notify our customer service representatives when your current supply of medication is about to expire and will contact you by phone offering you the opportunity to refill your order at Meds4Mail's same low prices. Meds4Mail understand that at times the demands of everyday life may mean that you might forget to reorder when it is time - Meds4Mail does not want you to go a day without your medication that you require.

### **Will you accept my US Insurance?**

Unfortunately, we do not accept American insurance coverage. However, certain insurance companies in the United States may have programs set up to pay for your prescriptions filled with Meds4Mail. In order for you to make your insurance claim, we will provide you with any receipts you may require. If you wish, we can contact your insurance company and inquire on your behalf.

### **What is our privacy policy?**

All patient information is kept strictly confidential and used only for the purpose of prescription dispensing. If you need more information about our privacy policy please go to the privacy section (insert the link so that it is automatic <http://www.meds4mail.com/privacy.html>) of our web site. A copy of the Meds4Mail Privacy Policy is also included when you download the Customer Agreement.

If you have any other questions that are not listed here please feel free to contact us



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Winnipeg, MB Canada  
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