



Terms of Use

Intrathecal Compounding Specialists, LLC dba ICS Pharmacy provides a website, provider and patient portal, and offers text message services for providers and patients.

Website & Portal Content

The website (www.icspharmacy.com) and portal is for your general educational information only. The content cannot, and is not intended to, replace the relationship you have with your healthcare professionals.

- The content on this website should not be considered medical advice and is not intended as medical advice. You should always talk to your health care professionals for diagnosis and treatment, including information regarding which drugs or treatment may be appropriate for you. None of the content on this website represents or warrants that any particular drug or treatment is safe, appropriate, or effective for you. Health information changes quickly. Therefore, you should always confirm information with your health care professionals.
- The website and portal should not be used for emergencies or urgent matters that could affect your health. If you have a medical emergency, call your healthcare provider, dial 911, or go to the nearest emergency room. **DO NOT USE THIS WEBSITE OR PORTAL FOR URGENT OR EMERGENCY MATTERS.**

SMS Program

By opting in to receive SMS messages from ICS Pharmacy, you consent to receive transactional and informational text messages related to pharmacy services. These messages may include prescription status updates, refill reminders, order confirmations, delivery or pick up coordination, appointment reminders, and responses to patient-initiated inquiries. Messages are not promotional or marketing in nature.

- Messaging Frequency May vary based on your interaction with the pharmacy and your prescription activity.
- Opt-In Consent: You may opt in to SMS communications by providing your mobile phone number and selecting SMS as a preferred communication method during initial pharmacy-patient coordination or through direct request. Consent to receive SMS messages is not required to receive pharmacy services.
- Opt-Out Instructions: You may opt out of SMS communications or cancel the SMS service at any time by replying **STOP** to any message. You will then be unsubscribed and no longer receive SMS messages from ICS Pharmacy. If you want to join again, just

sign up as you did the first time and ICS Pharmacy will start sending SMS messages to you again.

- **Help & Support:** For assistance, you can reply **HELP** to any message or contact us directly via email at **info@icspharmacy.com** or by phone at **1-877-334-5548**.
- Carriers and the pharmacy are not liable for delayed or undelivered messages.
- Message and data rates may apply for any messages sent to you from us or to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
- **Privacy:** Your privacy is important to us. SMS communications are handled in accordance with our Privacy Policy which can be found on our website (www.icspharmacy.com) under Resources.

Email Communications

- ICS Pharmacy utilizes email communications as a primary mean of communication with customers.
- By providing your email address to ICS Pharmacy, you are consenting to receive transactional and informational emails related to pharmacy services. These messages may include prescription status updates, refill reminders, order confirmations, delivery or pick up coordination, holiday closure information, and responses to patient-initiated inquiries. Messages are not promotional or marketing in nature.
- **Email Messaging Frequency** May vary based on your interaction with the pharmacy and your prescription activity.
- **Opt-In Consent:** You may opt in to email communications by providing your email address during initial pharmacy-patient coordination or through direct request. Consent to receive email messages is not required to receive pharmacy services.
- **Opt-Out Instructions:** You may opt out of email communications at any time by emailing **info@icspharmacy.com** or by phone at **1-877-334-5548**.
- Email service providers and the pharmacy are not liable for delayed or undelivered messages.
- **Privacy:** Your privacy is important to us. SMS communications are handled in accordance with our Privacy Policy which can be found on our website (www.icspharmacy.com) under Resources.