

Welcome to...

# Prime Health

We're here to help you lose weight safely—  
because your health always comes first



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# Meet our Care Team

Meet our world-class doctors, specialists, and pharmaceutical clinicians.

**Jordan Cobb**

Clinical Education Director

MA, Vanderbilt University



**Mohit Joshipura**

Chief Medical Officer

BA, Texas Tech University



**Jessica Schoening**

Team Lead

MSc, Texas State University



# Refills

Refilling your prescription is simple. Whether you're continuing treatment or preparing for your next dose, it's important to follow a few essential steps.

Here's a quick guide on how to get your refill, stay on top of notifications, and make sure you're qualified for your next order of medication.



# Refill Your Medication



## Log Into the Portal and Fill Out the Refill Form

To start the refill process, you will need to log into your portal and fill out the refill form. **No prescription will be shipped without a completed refill form.** That's why it's important to log in as soon as you're notified!

If you're not sure when you can start your refill form, **we will send you an email and text message to remind you when it is time to fill out your refill form.**



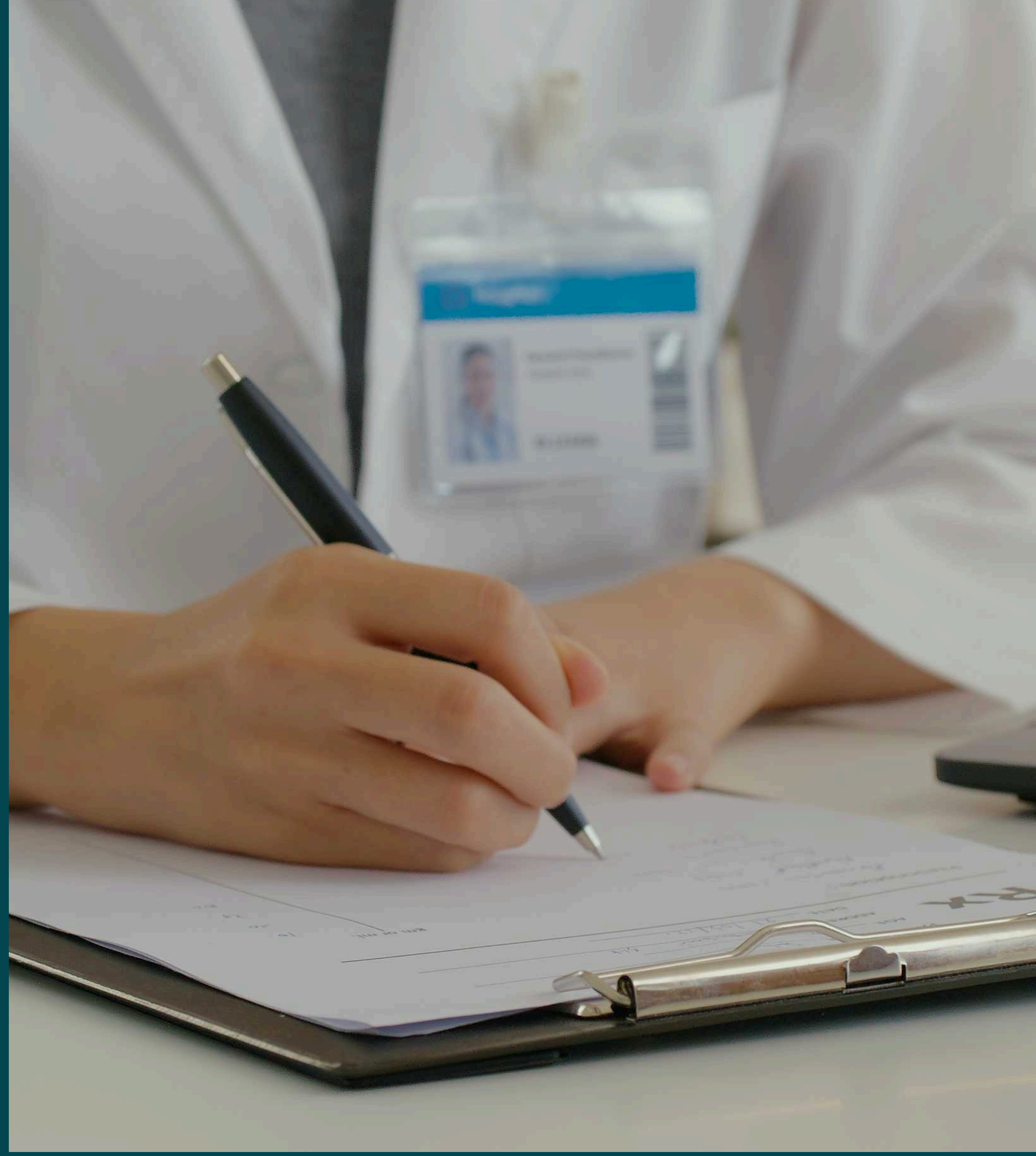
## Expect a Notification to Fill Out the Refill Form

For patients on an injectable medication, Your refill form is available on your **3rd week** of medication



# Billing

We want to make sure you're always in control of your membership, so here are some important things to know:



# How Billing Works



## Month-to-Month Membership

We are entirely month-to-month with no minimum contracts or commitments, so you can cancel easily.



## Automatic Billing

Your membership is charged automatically every 28 days, so you don't need to worry about manual payments.



## No Long-Term Contract

There's no long-term commitment, so you're free to cancel whenever it works best for you.



## Easy Cancellation

You can cancel your membership directly through your portal or by reaching out to our support team. **Please note that once a prescription has been written, we are unable to issue a refund.**

# What's Included in My Membership



**Medication** (Syringes and Alcohol pads are included if you choose injections)



**Unlimited access** to our licensed clinicians and nursing line



**Free shipping**



**Free lab work**



Customer Support **Monday to Friday, 8:00am-6:00pm (EST)**



**No hidden fee**



# Continuing Previous Dosage

## Continuing Your Previous Prescription Dosage from Another Company

If you're coming from another company and want to continue the same dosage, our clinicians will take your previous prescription into consideration.

However, we still require fresh lab results completed through one of our lab partners to ensure your treatment remains safe and appropriate.

# Continue Your Previous Dosage



## Provide proof of your previous prescription

You'll need to show proof of your last prescription. This helps us ensure we're all on the same page when it comes to your dosage.



## Upload your proof of RX to your portal

After receiving your proof, upload the images directly to your portal under the Document Section. This is where we'll review everything.



## No guarantees on dosage approval

While we'll do our best to accommodate your request, we can't guarantee that the clinician will approve the exact dosage from your previous prescription. It is based on what's clinically appropriate for you.



## Email us the proof (optional)

If you prefer, you can email us at **support@joinprimehealth.com** with the images of your previous RX. Once we receive them, we'll upload them to your Prime Health portal for you.

# Continue Your Previous Dosage

## AVS (After Visit Summary)

A PDF upload of the AVS or RX document (or any written form from your healthcare clinicians) must include the following:

- Medication name
- Dose
- Frequency of use
- Your name
- Your date of birth (DOB)
- Date the RX was filled (or the date it was written)
- Date of your first injection on the previous medication.

## Clinician Access & Appointments

Please know that your membership includes **unlimited access** to our team of clinicians, so that you can get all the individualized attention you deserve! The medical team has the credentials to discuss your medical needs and suggest dosage changes and more.

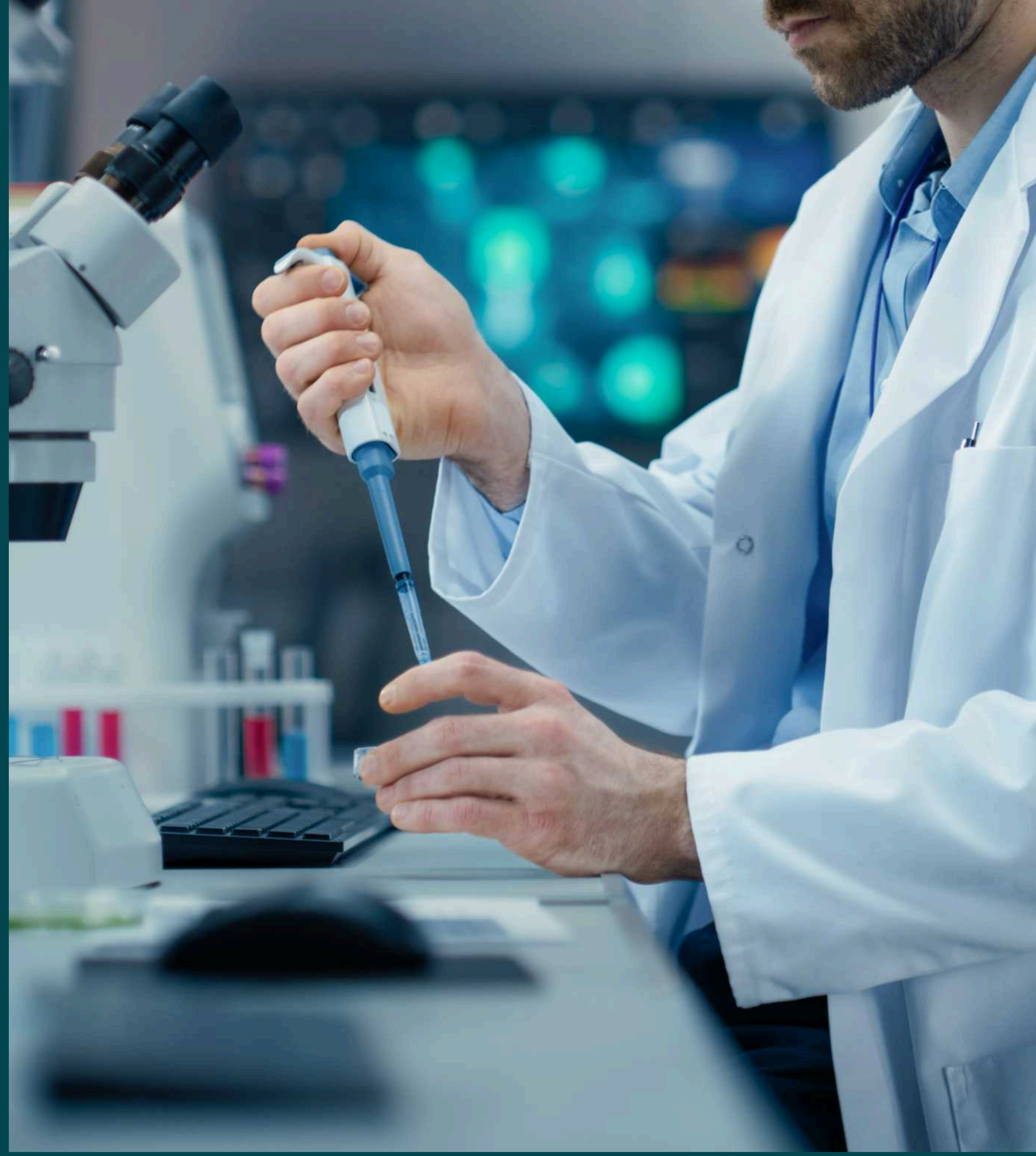
We have appointments available every day and you can easily access and book these appointments through your portal at [\*\*joinprimehealth.com\*\*](https://joinprimehealth.com)



# Labs

When it comes to your treatment plan, labs play a crucial role in making sure you're on the right track.

Here's everything you need to know about the lab test, when you need them, and how to make sure you're fully prepared.



# Lab Tests

## A1C

This test measures your average blood sugar levels over the past 2-3 months.



## TSH (Thyroid Stimulating Hormone)

This helps evaluate how well your thyroid is functioning.



## CMP (Comprehensive Metabolic Panel)

A group of tests that check your blood sugar levels, liver and kidney function, and electrolyte balance.



## Lipid Panel

This test checks your cholesterol levels and overall heart health.





# Important Information About Your Labs



## We Cover the Cost of Labs

You don't have to worry about the expense—lab costs are covered for you!



## Labs Are Needed to Increase Your Dosage

When increasing your dosage level, lab submission may or may not be required—it depends on your clinician's guidance.



## Quest Diagnostics or LabCorp

Based on your location, you will be assigned either **Quest Diagnostics** or **LabCorp**. You will receive an email with your lab order form.



## Bioreference

If you are based in **New York or New Jersey**, your lab order will be assigned from Bioreference. You will receive an email with your lab order.



# Using Previous Lab Results



## Lab Results within 24 months

You can use your previous lab results as long as they were completed within the last 24 months.



## Upload Your Lab Results

If you already have lab results, feel free to upload them to your portal under the Documents tab.

# Prepare for Your Lab Appointment

To get the most accurate LAB RESULTS, make sure you follow these steps:



**Hydrate** with water (avoid juice or coffee)



Fast for **12 hours**



Make sure to bring your **lab order and a valid form of ID** when you go in for your appointment

# Quick Recap



We partner with Quest Diagnostics, LabCorp, and Bioreference.



You can use labs from the last **24 months**.



Be sure to fast for **12 hours** before your lab appointment to ensure the most accurate results.

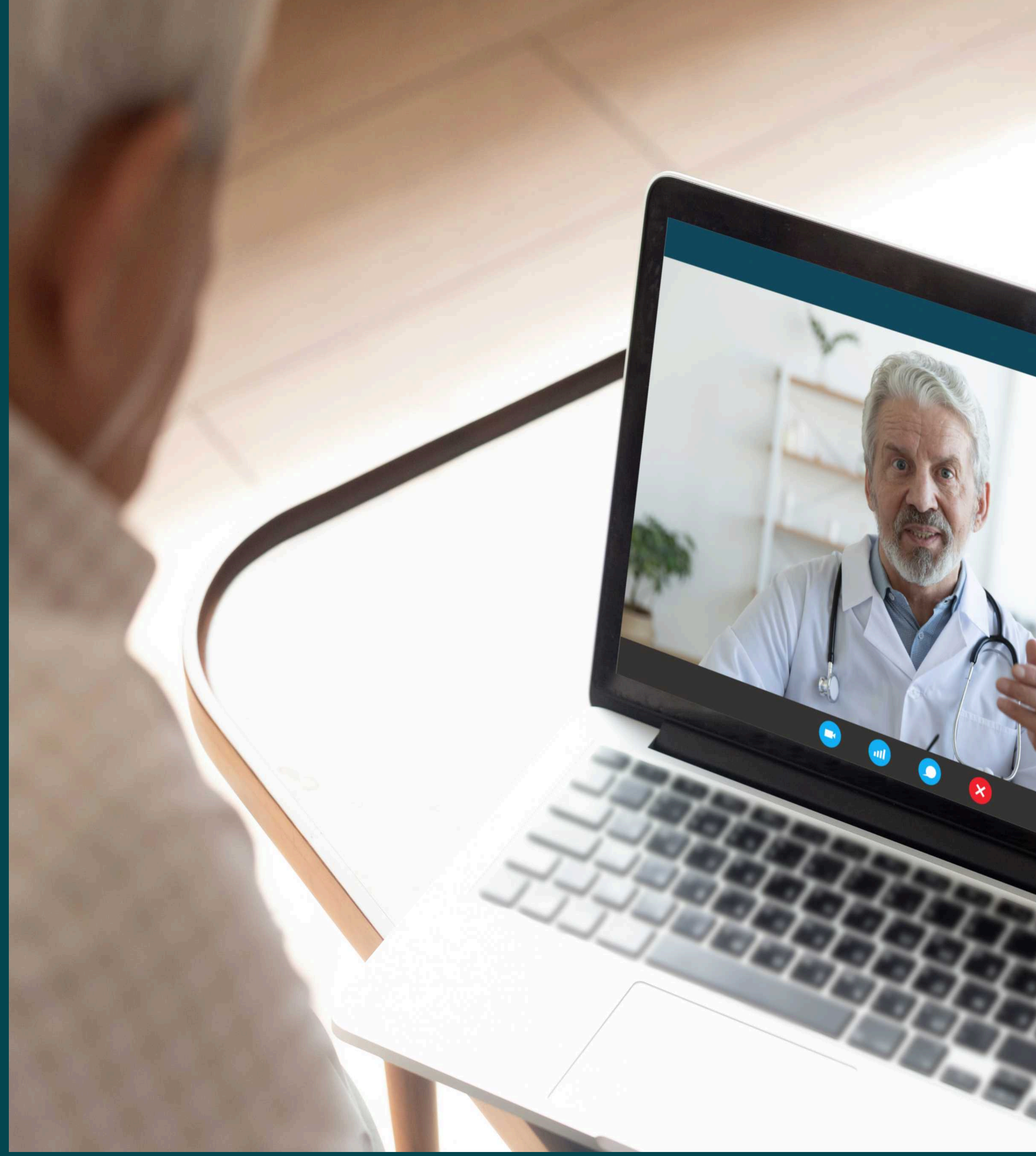


If you have any questions or need help with your lab tests, don't hesitate to reach out. We're here to support you every step of the way.



# Important Information

Your healthcare clinician will prescribe a starting dose, which may be adjusted over time based on your progress and response to treatment.





# Important Information

Be sure to follow the dosing changes closely and consult your clinician for any concerns or adjustments.



# Key Takeaways



## Dosage increases

for both compounded Semaglutide and compounded Tirzepatide are gradual and must be done under the guidance of our healthcare clinicians.



## Always consult with your clinician

if you feel the prescribed dosage isn't working or if you have any questions or concerns about your treatment plan.



## Missed injections or doses

must be handled carefully—if more than two weeks have passed, you may need to start at the lowest dosage level again.



## Keep track of any changes in the dosing schedule

and stay updated on your prescribed treatment plan.



# You're not Alone on this Journey

If you have any questions about your current dosage or treatment plan, don't hesitate to reach out to our medical team.

They are the best resource to guide you through your journey with a compounded GLP-1.





# Contact Support

At Prime Health Support, we're committed to making your care simple and fully supported.

## Prime Health Support:



Monday to Friday, 8:00am-6:00pm (EST)



[support@joinprimehealth.com](mailto:support@joinprimehealth.com)



1(201) 581-8216