

## Big Sky Specialty Compounding and Holistic Pharmacy Updated Coronavirus Information and Customer Policies

We are striving to stay healthy and meet your needs! We ask our customers to partner with us during these uneasy times. We have a few suggestions to reduce the pressure for our business, keep everyone healthy and keep our doors open!

Please consider our employee time and business and understand it is difficult for us to answer 100's of questions daily. We anticipate we will be operating beyond our staffing abilities this next month. Here are some suggestions to smooth out the rough road ahead.

1. We have an **AMAZING HANDOUT** on our website ([www.bigskycompounding.com](http://www.bigskycompounding.com)) for personal tips on preventing coronavirus and an extensive list of anti-viral supplements, homeopathics, essential oils, and lung support. Please feel free to share with friends and family. What we ask is that you take time to carefully read and consider one or two products for your needs if you get sick. Please consider not hoarding anything b/c we have limited supplies and would like to reserve for those who are in need or ill. We are limiting some anti-viral items to one per customer.
2. If you or your family are **CURRENTLY ILL**, even with a cold, we ask that you not come in the store. If our staff gets sick we will need to close immediately.
3. **PHONE TIME**- Friday March 13 was the first day the impact hit us and it was virtually impossible to answer both phone lines with the message line often too busy to leave a message. You can leave a detailed message on our machine 24/7, and messages are great for us! We can follow up with verification of mailing addresses, payment information. We ask that you have your refill information **READY** when you call in for prescription numbers, your name, how many months supply, is mail ok?, verifying address you have on the bottle, and have a payment method ready. **Due to a high volume of prescriptions and refills, we may not have time to answer all your coronavirus questions. We encourage you to read our very detailed handout, use the MT.gov website, Kalispell Regional HealthCare and CDC websites for current information.**
4. To **DRASTICALLY** reduce contact with the public we suggest that we can **MAIL** almost anything to you! For years we have always mailed prescriptions for free in the Flathead County and supplement orders alone are a \$5 charge for orders under \$50. We mail via USPS and prescriptions generally arrive in one or two business days. We will just need to get your payment information.
5. To reduce or possibly eliminate the amount of customers in the store we can also offer **CURBSIDE OR OUT THE DOOR** delivery with **pre-payment**. It will be a quick exchange with little contact. All counseling of medications can occur over the phone for new prescriptions. When you arrive at the store, give us a call. **When you arrive for a pickup please use our TEXT 406-607-0497 with your name and car/color for a pick-up.**
6. We are **NOT** going to require signatures on credit card receipts during this time to reduce exposure from touching pens. We may even ask for you to insert your own card into our machine.
7. We can mail or do curbside delivery on **supplements**, just call your order in ahead with pre-payment!!
8. You are more than welcome to call in up to a **90 DAY REFILL** on your prescriptions if they are stable that long (oral suspensions and nasal sprays excluded). You even save 10-20% on these items by calling in multiple months. We ask that you let us know the DATE/DAY/TIME that you truly NEED them to allow us to triage prescription filling for priority orders first. Most prescriptions require at least 48 hours to prepare from scratch and we ask that you call in days to weeks in advance for "stocking up ahead of time" with a target date. We pre-ordered many of our biggest prescriptions to have supplies for the next 6 months. We are not concerned with running out at this time and ask to conserve supplies for everyone's prescriptions to be filled.

Keep Tuned in on our Website and Facebook for Changes! We may need to do further restrictions in the near future!

**THANK YOU FOR YOUR COOPERATION AND FOR BEING SO AMAZING!**

The Staff at Big Sky Specialty Compounding and Holistic Pharmacy