STONEGATE

Your Prescription Journey





Stonegate Receives Rx



Patient Completes Patient Registration Form

This HIPAA-compliant form collects

demographic and payment information. In order to process Rx,

this form needs to be completed.

Patient Receives Text Notification CAN OCCUR UP TO ONE WEEK FROM RECEIVING RX

Message includes price and registration form link, sent to the Rx-provided phone number.





Pharmacist Reviews Rx

Pharmacist verifies accuracy of Rx details before charging the credit card on file and compounding.



Portal

Patient can track Rx status via patient portal located on stonegaterx.com.







Lab Compounds Medication

Team of highly trained non-sterile and sterile lab technicians compound patient-specific medication

Final Verification by Pharmacist

Pharmacist confirms accuracy and ensures the highest quality of prescriptions and compounded medications



Prep and Package Rx for Shipping

Free shipping for all compounds! Team of clerks prepare shipping labels and ensure that fragile, temperaturesensitive compounds are delivered promptly.



Patient Can Begin Therapy

Please review all included documentation before starting therapy and ensure storage conditions are met

How to Reach Us:



(512) 707-2300

Due to the high influx of calls, our call center will take a message and we will get back to you asap



(512) 707-2300

We have a team of techs responding to incoming text messages



williamcannon@stonegaterx.com

Key Information: Turnaround Time

Due to increased demand, our processing times are impacted. A member of our pharmacy team will reach out to you via text message up to ONE WEEK from when we receive the prescription from your provider.

Our turnaround time is constantly changing and holidays. The initial text message you receive will include our most up to date

Rush Option

You can choose to RUSH your order for an additional \$50. This option is available about the cost of your prescription. Note: Rush requests cannot be accommodated once Stonegate begins processing your Rx.

Helpful Resources:



Find FAQs, updates, and access our patient



Patient Portal

Check the status of your prescription, update payment information, and request refills directly through our portal



