

Rochester Health Mart Pharmacy

176 Virginia Ave Third Floor

Rochester Pa, 15074

T: 1-888-498-5438 1-(724)-987-6085

F: 1-(724)-987-6084

Complaint Procedure

1. You have the right and responsibility to express concerns, complaints, or dissatisfaction about services you receive or fail to receive without fear of reprisal, discrimination, or unreasonable interruption of services. Call the company corporate office at 1-888-498-5438 to speak with the Director of pharmacy during regular business hours or the company representative if you are calling outside of regular business hours, including weekends and holidays.
2. The formal grievance procedure of Rochester Health Mart Pharmacy ensures that your concerns/complaints will be reviewed and an investigation started within 5 business days of receipt of the concern/complaint. Every attempt shall be made to resolve all grievances within 14 days. You will be informed in writing of the resolution of the complaint/grievance. If more time is needed to resolve the concern/complaint, you will also be informed verbally and in writing.
3. If you feel the need to discuss your concerns, dissatisfaction or complaints with a party other than the Rochester Health Mart Pharmacy staff, please file a complaint with the Pennsylvania Board of Pharmacy complaints division. The hours of operation are Monday through Thursday 8:30 a.m. to 4:30 p.m. The telephone number is 717-783-7156 or you can email ST-PHARMACY@pa.gov