

# FDA Compliance & The Customer Journey

## 1 The FDA

The FDA allows an individual to import up to 90 days supply of medication. It's done under the personal importation provision which allows students, temporary workers or tourists the ability to transport life sustaining medications while traveling.

## 2 Key Requirements

- ✓ A personal importation is a product not for further sale or distribution into U.S. commerce. These products may be carried in baggage or shipped by courier or international mail.
- ✓ The drug must be approved for use and sale by the FDA in the United States
- ✓ Chain of custody must be documented and presented to the FDA
- ✓ Cold chain, if applicable, must be tracked and documented for the FDA
- ✓ PriceMDs has been vetted and is an approved vendor for the Office of Personnel Management
- ✓ Legally compliant physician-patient relationship required for telehealth option

## 3 Achieving Compliance

- Nurse Navigators engage the customer and gather medical records and HIPAA release
- PriceMDs staff doctors in the Cayman Island or Bahamas conducts initial video visit
- PriceMDs staff doctors in the U.S. conduct second telehealth visit
- Medications are OEM sourced, FDA approved and are the exact same medication
- PriceMDs documents shipping with photographs and tracking devices for FDA submission
- PMDs has been vetted by the Office of Personnel Management for the CIA

## 4

## The Customer Journey

### □ Chronology

- Employer notifies employee of new program
- Employee receives welcome packet with ID card including personal nurse and contact
- Nurse Navigator contacts employee within 48 hours and secures HIPAA release
- Nurse gathers employee medical records and conducts an initial review – e.g. updated lab results. If not up to date, Nurse will schedule.
- Nurse schedules initial telehealth call with PriceMDs staff doctor. This is simply a second opinion to the treating doctors instructions and takes about 20 minutes.
- Nurse then schedules a second telehealth call with a PMD staff doctor licensed in the state in which the customer resides.
- The medication is sourced and arrives within 7-10 days with full FDA, USDA and CBP paperwork.
- Nurse Navigator follows up with customer to ensure complete satisfaction