



Everything We Do Is About Giving You Access to Quality Care

At MedQuest, our commitment to quality means achieving or exceeding the highest standards through a non-negotiable commitment to compliance and continuous process improvement.

All Compounding Pharmacies Are Not Created Equally

Choosing a compounding pharmacy that meets or exceeds regulatory requirements, along with strict supplier and internal procedures, is critical. At MedQuest, rather than simply fulfilling minimum requirements, we have incorporated additional safeguards and internal policies and procedures to assure quality in the sourcing, preparation, and clinical support processes. Patients and prescribers deserve a pharmacy with a culture committed to quality, regardless of the business expense required to do so.

SOURCING

It Begins with the Best Ingredients

MedQuest sources ingredients from FDA, registered manufacturers to create customized medications utilizing different dosage forms, delivery devices, or medication bases and fillers to meet individual needs.

In addition to following the required verification processes, MedQuest takes important additional steps that include:

- **Vendor Quality Audits**

All vendors must undergo initial and ongoing quality reviews to assure their products, processes, and compliance criteria are met or exceeded. These audits are conducted by our internal compliance team for every vendor we engage with.

- **Site Visits to Suppliers of Active Pharmaceutical Ingredients**

In addition to using only FDA-registered and inspected suppliers, MedQuest conducts regular on-site visits to review processes and paperwork, ensuring quality systems are maintained for all products we receive.



PREPARATION

Stringent Internal Procedures Assure Quality

Beyond standard processes, MedQuest adds additional internal measures and practices consisting of:

- **Subject-matter Experts**

MedQuest requires that every team member working on a dosage form must be certified in that specific dosage form. Certification includes additional training on preparation and safety checks, and testing by an independent, third party laboratory to assure consistency before they are certified to work on that dosage form.

- **Third Party Testing**

While there are no testing requirements for non-sterile compounded medications, MedQuest does potency testing on the compounds prepared by each technician twice a year to assure quality, consistency, and proper technique. The standard range/deviation for potency testing is +/- 10%, but MedQuest raises the bar by requiring SME (subject matter expert) testing to exceed USP guidelines for the pharmacy technician to remain certified in their dosage form.

- **Meet or Exceed the HIGHEST Regulatory Standards**

With licensing to ship throughout the United States, MedQuest meets or exceeds the most restrictive state requirements and applies those highest standards to all medications sent to any state. Providers and patients can be assured that the medications they receive meet the highest regulatory standards-not the lowest common denominator. MedQuest adheres to every state's individual requirements.

- **State-of-the-Art Facility and Processes**

Housed within our 45,000+ square foot, solar-powered facility are two USP 795-compliant labs, with one specifically designed to adhere to USP 800 regulations. Both labs are controlled by stringent internal standard operating procedures and technology. In addition to required pharmacist and licensed pharmacy technician quality checks, MedQuest utilizes a barcode verification system that double-checks products and orders during every step of the process.

PEOPLE

Highly Trained Professionals Make All the Difference

At MedQuest, the people and culture add an additional layer of quality assurance through a unique level of clinical engagement and support. These include but are not limited to:

- **Full Time Compliance Team**

In addition to a company culture that empowers every employee to participate in our quality assurance team, MedQuest has a full-time department focused solely on compliance, licensing, and staff training. This specialized team of dedicated, well-trained compliance specialists assures you receive the highest quality products and services.

- **Experienced Pharmacists and Pharmacy Technicians**

Our quality extends to our pharmacy and patient care specialist teams. If you have a question about a compounded medication or bio-identical hormone, you need a trusted pharmacy partner. Our pharmacy professionals complete a minimum of 160 hours of training in compounding pharmacy processes, and customer service to assist

patients and providers with expert knowledge. In addition, prescribers have exclusive access to our expert Pharmacy Clinical Specialists for one-on-one questions or counseling regarding drug interactions, alternative medication options, or any patient or practice questions.

- **Industry-Leading Advocacy**

MedQuest is not only a leader in safe, quality compounded medications but has also been a consistent advocate with state and federal policy makers to assure patients and providers maintain access to quality compounded medications. Medquest has been an active proponent for the right to prescribe and use personalized compounded medications with dozens of congressional meetings and over 30 members of Congress touring the state-of-the-art MedQuest facility in recent years.

These are just a few examples of the many ways MedQuest goes above and beyond to assure you of the highest quality manufactured and compounded medications. If you have questions, we invite you to contact a member of our pharmacy team at (888)222-2956.

