

Elevation Medical Weight Loss

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GLP Medication Program Guide

Welcome!

Thank you for choosing Elevation Medical Weight Loss. We are committed to helping you safely and successfully reach your weight loss goals. Please read this guide carefully and keep it for future reference.

Important Dosing Instructions

Your GLP medication follows a **structured dosing schedule** designed to maximize results while minimizing side effects.

Please Remember:

- ✓ Follow your dosing schedule exactly as prescribed.
- ✓ Do not increase your dose faster than recommended.
- ✓ Contact your provider if you have questions before making any changes to your dosing schedule. Increasing your dose too quickly may increase the risk of side effects and can impact your treatment success.

Prescription & Shipping Information

Elevation Medical Weight Loss is responsible for prescribing your medication and submitting your prescription to the pharmacy.

Once your prescription is submitted:

1. The pharmacy prepares your medication.
2. The pharmacy ships the medication directly to you.
3. The pharmacy manages all shipping-related matters.

Melted Ice Packs: What You Need to Know

Is it normal for my ice pack to be melted?

Yes! Absolutely. This is the most common question we receive. A melted or even warm ice pack does **not** mean your medication is damaged.

Why?

Your medication is designed to remain stable during shipping and can tolerate temporary exposure to warmer temperatures during transit. The ice pack's purpose is simply to help maintain a cooler environment while shipping.

What should I do when my package arrives?

If:

- The medication arrived within the expected delivery timeframe
- The vial is not leaking
- The medication is clear and not discolored
- The vial is not damaged

Then:

- ✓ Place the medication in the refrigerator immediately.
- ✓ Begin your treatment as directed.

Do NOT worry if:

- The ice pack is melted
- The ice pack is warm
- The vial is not cold when delivered

This is expected and normal.

Medication Storage

To maintain medication quality and longevity:

Store in the refrigerator: 36°F–46°F (2°C–8°C). Keep the medication refrigerated whenever possible.

Frequently Asked Questions

"It looks like there's hardly any medication in my vial."

This is completely normal. The amount of liquid in your vial may appear very small because:

- The medication volume is often only 1–5 mL.
- Pharmacies use larger sterile vials for safety and preparation purposes.
- A small amount of medication inside a larger vial can make it appear nearly empty.

Good News:

Your pharmacy slightly overfills each vial to ensure you receive the full prescribed amount. You will have enough medication to complete your monthly dosing schedule.

FedEx Delivery Manager®

We strongly recommend signing up for FedEx Delivery Manager®.

Benefits:

- Real-time shipping notifications
- Alerts when your shipping label is created
- Package tracking updates
- Delivery management options
- Ability to view incoming packages in one location

Important:

Tracking notifications are only sent if you are registered with FedEx Delivery Manager®.

How to Sign Up:

1. Visit FedEx.com and select **FedEx Delivery Manager®**.
2. Create an account.
3. Enter the same name, address, email, and phone number used for your prescription order.
4. Verify your address (text verification is usually fastest).
5. Turn on email, text, or app notifications.

Additional Medication Information

We partner only with accredited and certified pharmacies to ensure safety, quality, and accuracy. Your medication will be shipped with a cold pack to help prevent overheating during transit.

Please remember:

- The ice pack will likely be melted upon arrival.
- The vial may not feel cold.
- This is expected and does not indicate a problem with the medication.

Simply refrigerate the medication upon delivery.

Shipping Timeline

Please allow: 5–10 business days for processing and delivery.

Pharmacy Shipping Schedule: Compounding pharmacies maintain business days from **Monday through Thursday** with a cutoff time of **1:00 PM EST**. The pharmacy generally does not ship Friday-Sunday; this helps prevent medication from sitting in transit over the weekend.

Return Policy

Because these medications are compounded and prepared specifically for each patient: **Returns and refunds cannot be accepted.**

When to Contact the Pharmacy

Please contact the pharmacy if you experience:

- Shipping concerns
- Package delivery issues
- Leaking vials
- Broken vials
- Missing medication
- Product damage

Your Success Matters

Following your dosing schedule, properly storing your medication, and staying consistent with treatment are important steps toward achieving your weight loss goals.

If you have medical questions about your treatment plan, please contact Elevation Medical Weight Loss.