



Phone# 256-970-1800 or 1-866-370-6277

250 Chateau Drive SW Suite 112 Huntsville, AL 35801

Welcome to Rocket City Vital Care! Our purpose is to provide you with quality care in the home setting through our dedicated and trained staff. During the course of your care, we hope you will find our staff to be friendly, accommodating, professional, and caring.

About Us...

Rocket City Vital Care is a privately owned for profit company with Chris Pamperin, Pharm.D. as operating manager and owner. Our pharmacy provides services to all eligible patients, and is non-discriminatory towards patients on the basis of race, color, national origin, disability, limited English proficiency, or age.

The scope of services provided include:

- The compounding of sterile intravenous, intramuscular, and subcutaneous medications
- Equipment and supplies to administer your medication
- The supply of enteral feedings and ancillary equipment for administration
- Consultative pharmacy/nursing services to coordinate care with your home health care agency
- Nursing services to administer medications, teach you how to administer medications when appropriate, provide catheter care, use supplies and equipment prescribed by the prescriber, monitor labs and medication profiles, perform ongoing clinical assessments, and ongoing consultations with the prescriber and the pharmacist.

Store Hours

Our store hours are 8:00 am until 5:00 p.m. Monday through Friday. However, a nurse or pharmacist can be reached 24 hours a day through our answering service. To access our after-hours number please call (256) 970-1800 or toll free 1-866-370-6277 and follow the instructions provided.

Disability Accommodations

Our facility is compliant with ADA requirements. If you plan on visiting our facility, and you require any assistance to accommodate your disability, please inform our staff and we will be pleased to work with you to make your visit convenient and safe. Also, if you are unable to read or comprehend any of our training materials or consent forms, please let us know and we will be happy to read, explain, or translate any of those materials for you.

Delivery of Medication and Supplies

At Rocket City Vital Care, every effort will be made to prepare your medication as soon in advance as practical for your treatment. Considerations for stability of drugs, dosage adjustments by your physician, and your lab data may affect when your products are prepared. Our staff will keep an open line of communication with you to make sure the time we arrange for delivery of your medication and supplies is convenient for you.

After your first delivery we will contact you on a regular basis to review the items remaining in your home, and calculate how many doses of medications and supply items you will need us to deliver. This regular inventory is required to assure that you receive the correct items, and to assure that you are using your medications and supplies at the correct rate and on the correct schedule. If we determine that there is an issue with your use of supplies or any limitations to the service we are able to provide, we will discuss it with you and possibly your home care agency and/or physician. If you need a refill please contact us at 256-970-1800 or 1-866-370-6277.

Compliments, Complaints, and Concerns

If for some reason you are not satisfied with the level of service provided to you by our company, please feel free to call the operating manager Chris Pamperin at (256) 970-1800 or toll free at 1-866-370-6277. You may also write to us with any complaints so that we may respond and resolve any issue that may arise. Letters may be mailed to the following address:

Rocket City Vital Care
250 Chateau Drive SW Suite 112
Huntsville, AL 35801

Calling to tell us your concern is something we welcome, and would never hold against you. We will verbally respond to your complaint and investigate within 5 days. Within 14 days you will receive written notification of the results of the investigation and a response.

Since our pharmacy is accredited by the Accreditation Commission for Health Care (ACHC) you may contact them to express a concern, a complaint, or a compliment regarding our services. They can be reached at (919) 785-1214.

To file a complaint with the Alabama State Board of Pharmacy, they can be reached at (205) 981-2280.

To file a complaint with the Tennessee State Board of Pharmacy, they can be reached at (615)-253-1299.

To file a complaint with the Alabama Board of Nursing, they can be reached at 1-800- 656-5318.

We encourage our patients to feel free to contact us to discuss any concern they have about a safety issue.

The Food and Drug Administration (FDA) requires that we provide the following information to you: "Call your doctor for medical advice about side effects. You may report side effects to the FDA at 1-800-FDA-1088".

Receiving care at home can be a most rewarding experience. We will do everything possible to keep your family together at home, where you have worked to make life most comfortable!

Sincerely,

Chris Pamperin, Pharm.D.