



The Journey

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No two patients are alike and everyone has specific hormone needs. Although we would love to be able to hit the nail on the head the first time with your hormone doses and have you on that dose indefinitely; that's just not how hormones work.

When dosing hormones, we "go low and grow". The reason for this is because we don't want to go over the mark. Everyone has a sweet spot where they feel their best, adding more hormone actually makes them feel worse. Tachyphylaxis is when the same symptoms occur with too much hormone, just like when there is hormone deficiency. It's due to this phenomenon that we have to "tweak" your doses a few times.

The body didn't get this way over night and needs time to readjust to having hormone levels elevated back up. Sometimes there is a "honeymoon" period. Many times a patient will feel great when they first start on BHRT, but a month or two later their symptoms start to come back. This, unfortunately, is quite normal. It is not a good idea to change dosing more than every 6 to 8 weeks. If you aren't feeling great after we have changed your dose a few times, we will probably suggest that you take a saliva test so we can see where the balance is off. Saliva tests show us what is actually happening at the receptor level and are much more accurate to dose BHRT. However, if you have blood or urine labs, we will also read those.

This is where the Symptom Update Sheet comes into play. We will ask for you to fill out the symptom page ANYTIME you need changes made to your hormones. Even if you think there has been no improvement whatsoever, we will STILL have you fill out this sheet. Patients forget the myriad of symptoms they were experiencing and many times don't realize that some issues have actually cleared up. We use this symptom sheet as a road map to see where the balance is off. It helps us help you.

If you fill out a Symptom Update Sheet, know that this is permission for us to make dosing change suggestions to your doctor. If you do not want changes, there is no reason to fill out the sheet.

Remember, YOU are the captain of your ship. It is up to you to keep giving us feedback so that we can help you. We promise to always give you our full attention when figuring out what you specifically need. If the doctor has drawn lab work, please have them fax it over to us as well. We never treat a patient from lab results alone, but they are very helpful when added to the symptoms.

We need 3-4 business days (Monday through Friday, as we do not compound on the weekends) to make your compound. If you are wanting a dosing change or are out of refills, it could take longer as we are at the mercy of when the physician gets back to us. We do offer a \$25.00 rush fee, if you would like for us to put you in front of everyone else in line. We can pretty much guarantee getting it out to you that day, if it is called into us before noon. It also depends whether or not you are too far away for us to deliver it; or if it needs to be mailed. We usually make our Kansas runs in the morning, so it most likely will come to you the next morning. We are not able to call everyone back to let them know we got their refill request. If you haven't received your prescription within 3 business days, feel free to call and check on it. PLEASE do not call in your refill more than once, as it will be put in line again and you may get the product (and the bill) twice. It is also very helpful to call in your refills using your refill number. **Note that the refill number changes when you get a new dose, or the doctor has to approve refills.**

Our delivery is free within a pretty large radius (and a \$5 fee for outside that radius), but we can't always pin down a specific time. We are part of a Long Term Care Pharmacy, which means we deliver to nursing homes and hospice patients nightly. We put all compound deliveries into those delivery runs to make it most efficient for all of the drivers. Sometimes it may be later in the evening, which always throws people off, since the pharmacy is already closed. The driver will ALWAYS call before they come with your prescription(s). If you are out of our delivery zone, we can mail your prescriptions to you for an \$8.00 fee. If you don't think you will be home, that is not an issue as long as we have on file that we may leave your prescription in a designated area (ex. between the doors, under the mat, at a reception desk at work), it will actually make the process much smoother. If you live a distance away, you may consider having us deliver to your place of employment between certain hours.

And last, but most importantly, NEVER change how you use your hormones without contacting us first.

Thanks for knowing how to help us help you!