



Welcome to Prestige Non-Pellet Hormone Replacement Therapy Membership!

We're thrilled you've chosen to journey to optimal health and vitality. Below are all of the important details you need to know.

OnPatient Portal

Your first step is getting registered in our private patient portal. You have received a time-sensitive email from your provider inviting you to our patient portal, Onpatient. This is our online system for managing your care. Please go to this invitation email and click "Sign Up Now" to create a login for Onpatient. This can be done on your smartphone or computer. You will need to use the email address, date of birth, and phone number that we have on file to confirm your patient identity. For questions or concerns, you can always come back to the Onpatient portal to submit a question to the PRM Front Office Staff, view your lab results, see past and upcoming appointments, and more.

Suggested Pharmacies

We prescribe hormone replacement therapy in a highly specialized manner. Oftentimes, pharmacists who are unfamiliar with our methods are reluctant or confused by prescriptions we submit. As a result, we have found it most convenient for our patients to recommend pharmacies that are more familiar with HRT and will be easy and convenient for filling your prescriptions. See our Suggested Pharmacy document to avoid unnecessary delays.

Needles & Syringes

It is a common scenario for pharmacists to deny dispensing the needles and syringes prescribed by our providers. The reason for this is that we prescribe hormone therapy in a very specialized manner that most pharmacists have not seen previously prescribed by other general providers who are less familiar with injectable hormone management. As a result, many patients are able to obtain testosterone at their pharmacy but are told they cannot purchase the needles and syringes. An easy solution to this problem is to purchase syringes from our clinic. We carry them in stock at a very reasonable price, and most of our patients find this to be more convenient than obtaining them at the pharmacy. For your convenience, we recommend all patients to purchase our reasonably priced PRM Injectable Kit or to use online vendors for your supplies. We have had great success with Total Diabetes Supply (totaldiabetessupply.com) or ADW Diabetes (adwdiabetes.com). Should you choose to purchase online, the supplies you will need are: 19g 1 inch needles (draw needle) 27g ½ inch needles (injection needle) 1ml syringes

Prescription Pickup

Please call your pharmacy to ensure your prescription is ready for pickup. The pharmacy will need your insurance information in order to bill your insurance company. Please note that even though some policies cover hormone replacement therapy, you may have additional co-pays for your prescription. Our staff will complete requested preauthorization forms we receive from your insurance company, but in the event that your policy will not cover hormone replacement therapy, please contact us to discuss alternative options such as

GoodRx. All standard blood test labs are covered through our program, so your insurance policy should not receive a claim for lab work.

Labs

Our staff will inform you when your next set of labs are due. Please promptly complete your labs promptly upon request so that we can provide you with the best specialized care.

Follow-Up Lab Work for Women

You will receive notification from our staff when it is time to complete your next lab test to check your hormone levels. After receiving hormone therapy for three months, you may complete a urine test called the DUTCH test for comprehensive evaluation of your hormone levels. This test gives us a myriad of information about how your individual body metabolizes (processes and breaks down) your hormones and allows us to recommend strategies and supplements to help optimize your hormone health. The DUTCH test is done by collecting urine samples from the convenience of your home, and then you mail it directly to the lab. Our staff will contact you at the appropriate time to see if you would like to complete the DUTCH test. There is an additional charge for this advanced testing, but it is highly recommended and is only completed annually. Upon receipt of your results, our staff will contact you to set up an appointment to review your results with your provider and make any changes needed to your hormone therapy.

Follow-Up Lab Work for Men

After receiving hormone therapy for 6-8 weeks, you will be completing another blood test with Quest Labs to evaluate your testosterone levels. Our staff will order your lab work, and you will receive notification when it is time to complete your next test to check your hormone levels. These standard blood tests are included in your membership fee. Upon receipt of your results, our staff will review your results with your provider, who will make any changes needed to your hormone therapy.

Refills

Please note that our providers do not work full time at our clinics, so please allow ample time for your refill requests to be completed. We ask all patients to inform their provider of their need for a refill ten days in advance. This is easy to do using our online patient portal, Onpatient.

90 Day Treatment Assessment

Our Injectable Membership is a minimal 90 day commitment. The reason for this is that it takes at least 90 days to determine if injectable hormone replacement is the right method of therapy for you. We are happy to switch your method of hormone replacement after you have had 90 days to observe your body's response to the therapy.

Questions?

If you have questions for your provider, the best way to contact him/her is by submitting a message to our front office staff through Onpatient, or contact us by text or phone at 530-395-0505.