



Welcome to Dixie Vital Care! Our purpose is to provide you with quality infusion services 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...

Dixie Vital Care is a privately-owned for-profit company. Our pharmacy provides services to all eligible patients and is non-discriminatory towards patients based on race, color, national origin, disability, limited English proficiency, or age.

Scope of Services

- The compounding of sterile intravenous, intramuscular, and subcutaneous medications.
- Equipment and supplies needed to administer your medication.
- Nursing services to teach you how to administer medications, provide catheter care, and when appropriate, administer medications.
- Consultative pharmacy services to coordinate care with your home health care agency.

Pharmacy Hours & Contact Information

Dixie Vital Care hours are **8:30 a.m.** until **4:30 p.m.** Central Time, Monday through Friday. After these published business hours and on holidays, we may be reached through our after-hours service. Please call (931) 241-5688 and follow the instructions provided or call our toll-free line at (888) 590-5567. We are located at 311 Landrum Place STE 600A Clarksville, TN 37043. Ph: **931-241-5688** Fax: 931-241-5654

Disability Accommodations

Our facility is compliant with ADA requirements. If you plan to visit our facility and require any assistance to accommodate your disability, or need help reading, explaining, or translating materials, please inform our staff and we will be pleased to assist you.

Delivery of Medication and Supplies

Every effort will be made to prepare your medication as soon as practical for your treatment.

Considerations for stability of drugs, dosage adjustments by your prescriber, and your lab results may affect when your products are prepared and delivered. Our staff will maintain open communication with you and conduct regular inventory reviews to ensure safe and effective therapy.



Ordering, Receiving, Transferring, and Disposing of Medications

- If you need to order, receive, transfer, or dispose of medications, please contact our pharmacy at (931) 241-5688. If you reach us outside of business hours or we are unavailable, please leave a message and a member of our staff will return your call as soon as possible.
- Patients may also use the Vital Care Connect patient portal to submit requests, communicate with our pharmacy team, and obtain assistance with medication orders, deliveries, transfers, refills, or medication disposal questions.
- Our staff is available to assist with ordering medications and authorized refills, coordinating deliveries, facilitating transfers when appropriate, and providing guidance on proper disposal of unused, expired, or discontinued medications and supplies.

Compliments, Complaints, and Concerns

If for some reason you are not satisfied with the level of service provided to you by our pharmacy, please feel free to call or write to us so that we may resolve any issue that may arise. Telling us your concern is something we welcome and would never hold against you. You may call us at (888)590-5567. Letters may be mailed to the address below. As per our policy, you should expect to receive notification from our pharmacy within five (5) days of our pharmacy receiving a complaint or concern that it has been received and is being investigated.

- As 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 State Board of Pharmacy, they can be reached at (615) 741-2722.
- To file a complaint with the State Board of Nursing, they can be reached at (615) 532-5166.
- 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 or in the ambulatory infusion suite setting can be a most rewarding experience. We will do everything possible to provide you with high-quality infusion therapy by providing local, safe, convenient, and professional infusion services.

Sincerely,

Dixie Vital Care Management