

COVID-19 Communication from Trutina Pharmacy

1. Trutina is suspending all pick up orders and in person payment at this time. Orders will be available through our standard shipment processes. However, if there are extenuating circumstances, we will do our best to accommodate on a case by case basis.
2. Please be aware of and plan for potential delays in order shipping and shipping times. As well as changes to shipping companies' door to door delivery policies. We will be discussing shipping with each customer to make sure your order arrives as smoothly as possible.
3. We know that the potential for drug shortages or supply disruption is an area of great concern to our patients. To that end, we are actively working with our suppliers to identify shortages and are in constant communication with them. As potential shortages or disruptions of products are identified, we're acting swiftly to ensure supply continuity. These actions include securing additional product and sourcing alternate back-ups. Currently, we have been able to take preventative measures to ensure that any disruption of our compounded products is minimal. Manufactured products are being allocated to us by our distributor and we are doing our best to maintain adequate stock.
4. Our managers are monitoring the dynamic situation of COVID-19 closely. We are working with government health agencies and local authorities to make sure we have the most relevant information as soon as it becomes available.
5. We're actively monitoring all staff and have increased sanitation protocols of all general areas within our facility. Our standard sanitation protocols within our labs remain unchanged since they are of the highest standards already. However, as with all businesses we are facing staffing issues which may potentially increase wait times for orders. Please bare with us in this difficult time and only contact us if you are in urgent need of a medication refill. We continue to work through our orders based on chronological submission from our patients and doctors.
6. Government of Canada Website for COVID-19 information:
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

If you have any questions please email us at - info@trutinapharmacy.com

For urgent questions/emergencies please call:

Telephone: 905 - 304 - 9300

Toll Free Telephone: 1 - 866 - 418 - 9303

Thank you for your patience and understanding in these difficult times

Please stay healthy!