



COMPOUNDING PHARMACY

## **OWNER SUMMIT**

MARCH 19-21, 2026 | AUSTIN, TEXAS

# **A Roadmap to Working with Telehealth – Do's and Don'ts**

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# What Drives Telehealth Companies

Telehealth companies:

- want to protect both their brands and their customers.
- operate 24/7 and are always on.
- compete not only on price but on service.
- move fast and are constantly looking for ways to use technology to be more efficient.
- are typically owned by sophisticated investors who demand robust diligence and contracts.

# How do these themes play out when dealing with compounding pharmacies?

- Safety, stability, service and accountability are valued over cost.
- 24/7 operations need to be supported at some level by pharmacies.
- Pharmacies need to be willing to deploy technology and AI to make their operations more efficient and connect to the telehealth org in a seamless, easy-to-implement way.
- Pharmacies need to accept robust due diligence, contracts, SLAs, and testing and auditing.
- Regulatory/licensing excellence.
- Open, transparent, frequent communication, including defined escalation chain and proactive outreach.

# Contracting & Due Diligence

- Expect a formal master services agreement, not just a purchase order.
- Expect robust in-person due diligence on your operations, testing and quality controls, regulatory standing, and financials.
- Expect clear scope of services, responsibilities, and escalation paths.
- Expect indemnification and insurance requirements.
- Expect SLAs with measurable performance benchmarks and penalties/remedies.
- *Note: Pharmacies should be wary of telehealth companies that don't pursue the above.*

# Supply Chain and Operational Excellence

- Be open about your sourcing, testing protocols, and quality metrics upfront.
- Build redundancy into every link of your supply chain — APIs, raw materials, shipping.
- Be willing to customize pack-out and shipping to enable brand continuity across pharmacies.
- Responsible scalability — grow capacity without sacrificing quality or timelines.

# Licensing and Regulatory Excellence

- Ensure stable license maintenance through proper inspections and scheduling.
- Be willing to increase your footprint.
- Credentialing and certification (e.g., NABP, LegitScript, PCCA, etc.).

# Testing & Quality Control

- **Validation Studies:** Demonstrate that your compounding processes consistently produce the intended result.
- **Temperature Threshold Studies:** Prove product stability across shipping and storage conditions.
- **Batch Testing:** Every batch tested — not just sampled. Full traceability from API to patient.
- **Independent Verification:** Willingness to have third parties audit and verify your claims.
- **Clear Testing Policies:** Published and transparent — not something a partner has to ask for.

# Adverse Events and Complaints

- **Adverse Event Handling:** Documented protocols for handling complaints and adverse event reporting.
- **Communicate and Be Transparent:** Be willing to work with the telehealth company when addressing these situations. Typically, the complaints come to the telehealth company first (we have the relationship) and get referred from there to the pharmacy. We need to know that (1) investigations will occur and (2) proper communication will happen with the customer.

# Technology & Integration

- **Pharmacy API:** Aim for standardized, easy-to-implement APIs.
- **24/7 System Availability:** Telehealth is 24/7. Software never sleeps. Your systems need to accept and queue orders around the clock — even if fulfillment happens during business hours.
- **Stable Infrastructure & IT Support:** 24/7 IT support, uptime SLAs, and disaster recovery. Downtime in your system means prescriptions don't get filled and patients don't get care.
- **Data Security:** Expectation for SOC2/HITRUST/HIPAA compliance of pharmacy IT systems.

# SLAs, Reporting & Accountability

- **Service Level Agreements:** Contractual requirements for turnaround times, fill rates, error rates, uptime guarantees, and support response.
- **Reporting & Visibility:** Regular reporting on fill volumes, turnaround, quality, and support metrics. Transparency builds trust and surfaces issues early.
- **Escalation & Remediation:** Defined escalation paths for missed SLAs and quality failures. Accountability means having a plan when things go wrong.
- **Financial Penalties & Remedies:** Expect contractual consequences for repeated non-compliance and incentives for consistently exceeding benchmarks (including service credits, suspension, and termination).

# Roadmap Summary: The Dos

- Be transparent about your supply chain, testing, volume capacity, and quality metrics from day one.
- Build redundancy — in APIs, raw materials, shipping, and IT infrastructure.
- Invest in a standard, stable pharmacy API that can accept orders 24/7.
- Welcome independent testing, audits, and third-party verification.
- Be ready to sign an SLA — and ready to meet it.
- Customize pack-out and shipping when asked.
- Have documented protocols and SOPs for adverse events and quality complaints.
- Maintain inspection readiness and stable licensure proactively.

# Roadmap Summary: The Don'ts

- Don't assume your current systems are “good enough” — telehealth partners will test them.
- Don't treat transparency as optional. If we have to ask twice, it's a red flag.
- Don't resist audits or independent testing — receptiveness is the signal we're looking for.
- Don't scale faster than your quality infrastructure can support.
- Don't expect a 9-to-5 relationship. Telehealth operates around the clock.
- Don't wait for a regulatory change to hit before preparing for it.
- Don't treat adverse events as someone else's problem — it's a shared responsibility.

# Be a Partner, Not a Vendor

*The pharmacies that grow with us are the ones that think like partners and proactively present new capabilities.*

## Vendor Mindset

- “We ship what you order.”
- Reactive to quality issues
- Rigid on pack-out and logistics
- Treats the contract as the relationship

## Partner Mindset

- “How can we help you serve patients better?”
- Upfront, frequent communication
- Proactive on quality and adverse events
- Willing to customize shipping and pack-out
- Invests in the relationship beyond the contract

# Questions?

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