

1. Who can participate in the program?

Anyone who is a current patient of a health care professional that participates in Patient Direct by Standard Process® may apply. Just ask your health care professional for the office's unique Patient Direct code. You will need this code to start your application. If your health care professional does not currently participate in the program, please suggest it at your next visit.

2. Why do I have to be approved as a current patient by my health care professional?

This program was designed to offer patients the convenience of 24/7 ordering while still maintaining the health care professional-patient relationship. Only your health care professional knows your personal nutritional needs. As a current patient, you get recommendations from an expert who will make sure you are getting the right supplements. Your health care professional will explain situations in which a supplement should not be used and help you avoid the dangers of guessing or self-diagnosis.

3. What if my health care professional doesn't participate in the Patient Direct program?

Download the Patient Direct brochure and take it to your health care professional. Share your interest in ordering online for direct delivery to your home. [\[link to brochure\]](#)

4. What if I don't have a health care professional?

If you don't have a health care professional, please search for a health care professional [\[link to https://www.standardprocess.com/Find-HCP\]](https://www.standardprocess.com/Find-HCP) or contact our customer care department at 800-558-8740 for assistance in finding a health care professional.

5. How do I apply for a Patient Direct account?

1. Ask your health care professional for the Patient Direct Code.
2. Go to <https://my.standardprocess.com/Patient-Direct>
3. Scroll down and click the "Register" button in the patient area.
4. Read the terms of use and enter the six-digit code provided by your health care professional. Do not share this code with anyone.
5. Complete the 3-step application. Upon completion, an email will be sent to your health care professional for approval.
6. Your health care professional will take action on your application; you will receive an email that your account is approved.
7. Click on the link inside the email to complete your Standard Process website membership. You must create a username and password.
8. Log in to your Patient Direct account at [standardprocess.com](https://www.standardprocess.com) and begin ordering.

6. Does Patient Direct collect sales tax?

We are required to follow the laws in each state and collect tax from you, the patient, if applicable. Sales tax is based on delivery address, and is collected on both the product and shipping charges if applicable in your state.

7. Are there shipping charges?

We ship to all 50 states as well as Guam, Puerto Rico and the Virgin Islands. Orders of \$99.99 or less have a flat shipping rate of \$8 regardless of size, weight, or distance. Standard shipping is free for orders of \$100 and greater. We also offer expedited shipping for an additional charge. Expedited options are displayed during the checkout process and the rate will be applied automatically to orders upon checkout.

8. How quickly do patient orders ship from a Standard Process facility?

Typically, a patient order will ship within one to three business days.

9. How does the order flow work?

The whole process happens in the matter of seconds.

1. You place your order.
2. You receive an emailed order confirmation.
3. Your order is received and shipped out within one to three business days.
4. When your order has shipped, you receive an email with the shipping confirmation and a link to your tracking information.
5. Your credit card is charged for the product(s), shipping, and tax (if applicable).

10. How does the return process work for patients ordering via Patient Direct?

A Return Merchandise Authorization (RMA) is required for all returns and it must be visible on the outside of the shipping box or on the mailing label. To receive a RMA, call Customer Care at 800-558-8740 within 30 days of the order date and provide the following:

- a. Product name
- b. Order number or invoice number
- c. Reason for return
- d. "Best Used By" date

A processing fee may apply to returned products. Any products returned without a visible RMA may be refused by Standard Process Inc.

11. What if I order a product, cannot use it, and try to resell it online?

This would be a violation of our resale policy, and your Patient Direct account would be deactivated. We strive to keep our products in the informed hands of health care professionals for your benefit.

12. Is there an auto-delivery feature for regularly ordered items?

Yes, we do offer auto-delivery on Patient Direct. You can also log into your Patient Direct account and view your previous orders to reorder.

13. How do I check the status of my order?

You can check your email for the shipping confirmation, which includes tracking information. You can also log in to your Patient Direct account at standardprocess.com and select "View Previous Orders" from the drop-down menu under "Patient Direct." "View Previous Orders" can also be found on your "My Account" page under "Order Management."

14. Who do I call if I have questions regarding my supplements?

Call your health care professional with any questions about supplements.

15. Who do I call if I have additional questions regarding the program?

Contact a Standard Process customer care representative at 800-558-8740 or email patientdirect@standardprocess.com.