

Are they 503A or 503B - and what's the difference?

503A pharmacies fill individual patient prescriptions, while 503B outsourcing facilities compound in bulk, so providers order patient by patient from a 503A or stock up for in-office use from a 503B.

**Which states can they actually ship to?**

Get a state-by-state license list and ask how they enforce cold-chain, counseling, and controlled-substance restrictions.

**What does fulfillment look like for a patient?**

Ask about direct-to-patient shipping, turnaround at peak demand, and cold-chain handling — it reflects on your brand.

**Can they trace a medication back to its ingredient lot?**

Ask about traceability, beyond-use dating, and USP compliance what makes a recall fast and contained.

**How do they source and verify active ingredients?**

Ask where the API is sourced from, whether suppliers are FDA-registered, and whether a Certificate of Analysis is available for each API lot.



10 Questions To Ask

Before choosing a 503A compounding pharmacy partner

Not every compounding pharmacy that says it can support your program actually can. Ask these questions before you commit your patients, your brand, and your business to a partner.

the Bottomline

A competitive pricing or a faster “yes” isn’t worth much if the partner can’t stand up to scrutiny. Southend welcomes the conversation of partnership as it relates to choosing a compound partner.

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**Have they run third-party testing and stability studies on this exact compound?**

Testing costs real time and money often the first thing skipped to offer a lower price. Ask for recent results.

**What happens if there's a recall?**

Ask how every affected patient and order gets identified, who notifies patients and prescribers, and how fast.

**How do they handle adverse events and complaints?**

Ask about intake channels, escalation speed, and after-hours coverage, a 9pm reaction needs a real answer.

**How is patient data collected, transmitted, and protected?**

Ask about encryption, access controls, and their written incident-response and breach-notification plan.

**What does onboarding and ongoing support look like?**

Ask for a dedicated point of contact, a realistic timeline, and SLAs for fulfillment, shipping, and support.

