

PharmaPlan Systems - Frequently Asked Questions

Your complete guide to ebooks, downloads, refunds, subscriptions, and support

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Try these troubleshooting steps:

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3. Check your internet connection stability
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What format are the ebooks in?

All our ebooks are in PDF format, which is compatible with all devices including computers (Windows, Mac, Linux), tablets (iPad, Android), phones (iPhone, Android), and e-readers (Kindle, Nook) that support PDF.

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Products & Content

What's included in the MediMeal Safe™ ebook?

The MediMeal Safe™ ebook (\$9.99) is a comprehensive guide on food-drug interactions and medication safety. It includes evidence-based information created by Dr. Remi

Olukoya, Pharm.D., plus 2 FREE bonus guides: Big Offenders Table and Herbal Supplements Interactions Guide.

What' s the difference between the ebook and the 5 Printable Guides Bundle?

The ebook is a comprehensive educational resource in PDF format. The 5 Printable Guides Bundle (\$14.99) consists of quick-reference tools and charts optimized for printing and daily use. They complement each other perfectly!

Is the information evidence-based?

Yes! All our content is created by Dr. Remi Olukoya, Pharm.D., a licensed pharmacist and healthcare educator. Our information is based on current pharmaceutical research, follows clinical guidelines, and cites reputable sources.

Can I use this information to replace medical advice?

No. Our resources are educational tools only and do NOT replace professional medical advice. Always consult your healthcare provider or pharmacist before making any medication changes.

Chatbot Subscription

How does the MediMeal Safe™ AI Chatbot work?

Our AI chatbot provides 24/7 access to medication safety information. You can check food-drug interactions, get safe food alternatives, and receive personalized meal planning (Pro plan). It' s trained on comprehensive pharmaceutical knowledge.

What' s the difference between Basic and Pro chatbot plans?

Basic Plan (\$19.99/month):

- Food-drug interaction checking
- Safe food alternatives

- 24/7 access

Pro Plan (\$29.99/month):

- Everything in Basic
- Unlimited meal planning
- Pill image verification
- Medication profile saving
- Priority support

Can I cancel my chatbot subscription anytime?

Yes! You can cancel anytime from your account settings. There are no cancellation fees. Your access continues until the end of your current billing period, and you can resubscribe anytime.

Payment & Security

Is my payment information secure?

Absolutely! We use 256-bit SSL encryption and are PCI compliant. All payments are processed by Stripe, an industry-leading payment processor. We never store your credit card information on our servers.

What payment methods do you accept?

We accept all major credit cards (Visa, Mastercard, American Express, Discover), PayPal, Apple Pay, and Google Pay.

Will I be charged any hidden fees?

No. The price shown at checkout is the final price. There are no surprise charges. For subscriptions, the monthly or annual rate is clearly displayed.

Contact & Support

How can I contact customer support?

You can reach us at:

- **Email:** info@pharmaplansystems.com or hello@pharmaplansystems.com
- **Response time:** Within 24 hours during business days
- **For urgent issues:** Mention “URGENT” in your subject line

Do you offer bulk or institutional pricing?

Yes! We offer special pricing for healthcare organizations, pharmacies, schools, and other institutions. Contact info@pharmaplansystems.com for pricing and licensing options.

Still Have Questions?

If you can't find the answer you're looking for, our support team is here to help!

Email us at: info@pharmaplansystems.com

We typically respond within 24 hours during business days.

PharmaPlan Systems - Empowering Safer Medication Use Through Evidence-Based Education

Founded by Dr. Remi Olukoya, Pharm.D. - Licensed Pharmacist & Healthcare Educator

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