

Our 9 Certification Standards

To earn and maintain LegitScript Healthcare Certification, your business must meet the following standards:

1. Licensure & Business Registration

Merchants must be adequately licensed for the services they offer and in the jurisdictions they serve. This includes the jurisdiction from which medications are prescribed and/or dispensed, as well as the jurisdiction in which the patient is located, except in circumstances permitted by law.

2. Legal Compliance

The applicant must comply with all provisions of applicable laws and regulations, including all applicable laws, regulations and required licensing, registration or authorizations necessary to prescribe and/or dispense medications. Additionally, the website or business must not facilitate the prescribing or dispensing of medications that do not hold the necessary authorization or approval from the applicable regulatory body in that jurisdiction or medications that are otherwise considered unapproved by relevant regulatory bodies.

3. Prior Discipline and History

The applicant or their business, including principals, key staff, and any medical or pharmacy practitioner associated with the website or business must disclose any prior criminal, regulatory, or civil violations, along with any ongoing, resolved or otherwise addressed litigation, that involves the applicant at any time over the past ten years.

Applicants must not have been subject to recent and/or repeated disciplinary sanctions, warning letters, or similar regulatory action. Disciplinary Action is defined in LegitScript's Healthcare Merchant Certification Terms and Conditions. Prior offenses or other bad acts, may be a disqualifying factor in LegitScript's sole discretion.

4. Affiliates and Partners

A merchant's affiliates and partners must comply with all program standards. Affiliates are any individual, business, or entity who previously, currently, or is expected to have a commercial and/or professional relationship with the applicant organization or its principals. This means any person or entity that exercises control over or participates in the business must not be affiliated with or control any other entity that violates these standards. This includes but is not limited to partner pharmacies, businesses or medical practices, supplying wholesalers, co-owned companies, staff, any associated medical personnel, and may include entities that are promoted on the domain seeking certification. All affiliates and partners must be operating legally.

A merchant's partners, defined as organizations essential to supporting the applicant's continuum of care, such as partner pharmacies responsible for the fulfillment of prescription medication to patients, are generally required to be LegitScript-certified or accredited by another recognized body, with limited exceptions permitted only at LegitScript's sole discretion.

The applicant must also provide all domain names and websites under its control, and disclose all affiliates.

5. Patient Services

Applicants' websites must clearly disclose all states, territories, provinces, and/or countries in which applicants' services are available.

6. Privacy

The applicant must comply with all provisions of applicable laws and regulations pertaining to protected information or protected health information, including privacy provisions. When required by law, the applicant must post its privacy policy on its website. For example, US-based applicants who collect, store, or transmit Protected Health Information (PHI) must comply with all applicable HIPAA requirements.

Additionally, the applicant agrees that any information regarding transactions, customers, patients, medical information, and, as required by Applicable Law, any other sensitive or confidential information is processed using Secure Socket Layer (SSL) technology.

7. Validity of Prescription

The applicant shall only dispense or offer to dispense prescription drugs upon receipt of a valid prescription issued by a person authorized to prescribe under applicable laws. A valid prescription is defined by applicable statutes, regulations, or laws in the jurisdictions served by the applicant.

Applicants must not prescribe, offer to prescribe, distribute, or offer to distribute drugs in a way that violates the laws of the jurisdiction(s) they serve, and must comply with all relevant telemedicine laws or regulations, as applicable. A prescription or prescription drug must not be prescribed or dispensed prior to the provision of care by a licensed medical professional.

8. Transparency

The applicant and its affiliates must ensure that all practices and offers are accurate, transparent, and not misleading to patients or the public, including but not limited to any material detail regarding the pharmacy, pharmacy staff, medical practitioners, drugs, treatments, or financial transactions. This includes claims that a product or service has purported benefits that have not been supported by a regulatory body, such as the FTC, FDA, etc.

Failure to provide full and accurate information as requested, as determined by LegitScript's sole discretion, will result in denial. Applicants may undertake reasonable remedial action during the certification process without penalty.

An applicant's business practices may not pose a reputational risk to LegitScript or the LegitScript Healthcare Certification program.

9. Advertising

Applicants and certified clients must advertise in a manner that is transparent and in accordance with all applicable laws and regulations. Applicants must ensure that all advertisements are accurate, transparent, and not misleading to the public in any way.

Applicants advertising on internet platforms in apparent violation of the platforms' terms of service may be considered to be attempting to circumvent the goals of the LegitScript certification program. If LegitScript discovers such advertising, it may be grounds for certification denial or revocation.