# Gel Cold Pack Disposal by Member

[Process](#_Toc197074236)

[Related Documents](#_Toc197074237)

**Description:** Provides instructions to instruct members on how to dispose of a gel (cold) pack. The gel packs, used as components of our packaging for medications that must be kept cold, are non-toxic and recyclable.

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| Process |

Provide the steps to your member for gel (cold) pack disposal:

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| **Step** | **Action** |
| **1** | Allow the ice packs to thaw and the substance will be flexible. |
| **2** | Cut the plastic component of the gel pack and empty the water-based gel in the trash.  **Note:** If you do not want to have liquid in the trash, you can pour the liquid into a bowl or onto a tray. It will dry and shrink, and then it can be placed in the trash.  Do not pour down the drain as it could create a stopped-up drain and clogged pipes, since the contents are a water based cellulose gel. |
| **3** | Place the plastic component where the gel was located into the normal recycling stream. |

[Top of the Document](#_top)

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| Related Documents |

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Top of the Document](#_top)

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