

University of Pittsburgh
Office Delivery of Prescriptions from
Falk Pharmacy
412-623-6222
www.falkpharmacy.com

To What locations does Falk Pharmacy provide office delivery?
What are the delivery times?

| <u>Location</u> | <u>Days</u> | <u>Time</u> *(see note) |
|--|--------------------|-------------------------|
| Alumni Hall | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Benedum Hall | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Biomedical Science Twr | Daily | 10:00 AM – 4:00 PM |
| Cathedral of Learning | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Chevron Science Center | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Craig Hall | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Eureka Bld | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Eye & Ear Institute | Daily | 10:00 AM – 4:00 PM |
| Forbes Tower | Daily | 10:00 AM – 4:00 PM |
| Hillman Library | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Kaufmann Medical Bld | Daily | 10:00 AM – 4:00 PM |
| LRDC | Wednesday & Friday | 11:00 AM – 4:00 PM |
| Lothrop Hall | Daily | 10:00 AM – 4:00 PM |
| Magee Women's Hosp | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Medical Arts Building | Daily | 10:00 AM – 4:00 PM |
| Mervis Hall | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Posvar Hall | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Public Health (Crabtree & Parran Halls) | Daily | 10:00 AM – 4:00 PM |
| Rangos Research Ctr. | Daily | 10:00 AM – 4:00 PM |
| Salk Hall & Salk Annex | Daily | 10:00 AM – 4:00 PM |
| Scaife Hall | Daily | 10:00 AM – 4:00 PM |
| Sennott Square | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Thackeray Hall | Wednesday & Friday | 11:00 AM – 4:30 PM |
| Victoria Building | Daily | 10:00 AM – 4:00 PM |

*NOTE: Prescriptions will be delivered from Falk Pharmacy to the designated contacts during the time range specified. Check with your location's point person regarding the exact delivery time for your location and when your medication will be available to be picked up.

Will other locations be added in the near future?

Yes. Falk Pharmacy is adding new locations on a regular basis. Please check with Falk Pharmacy or Human Resources for more information or to request that your building be added to the delivery list

What do I need to do to have my prescription(s) delivered to my office?

There are three possible scenarios:

New Prescriptions

- Drop off your prescription at the pharmacy (located on the second floor of Falk Medical Building) during regular business hours (7:30 AM to 5:30 PM Monday through Friday).

or

- Ask your physician to call the prescription directly into the Falk pharmacy's Physician Line: 412-623-6222.

or

- Ask your physician to fax the new prescription to Falk Pharmacy's Physician Fax Line.

Regardless of which method you use, the following information must accompany your new order when you request delivery:

- Your Name
- Office Telephone Number
- Date of Birth
- Where the prescription should be delivered

Prescriptions previously filled by Falk Pharmacy

1. Call the pharmacy's automated phone line at 412-623-6222.
2. Select option 1 and follow the automated prompts to enter your refill number.
3. Once you have entered your refill information, choose the "leave a message" option and leave a message requesting delivery along with:
 - Your Name
 - Office Telephone Number
 - Date of Birth
 - Where the refill should be delivered

Transferring Prescriptions from Another Pharmacy to Falk Pharmacy

Bring your prescription container with the label still attached to Falk Pharmacy (during regular business hours: 7:30 a.m. – 5:30 p.m. Monday through Friday), or call the pharmacy a few days before your medication supply runs out supplying the representative with:

- The Prescription number from the label on your bottle
- The patient's name
- The name of the medication
- The name and telephone number of the pharmacy where the medication was originally filled

Falk's pharmacists will use this information to contact your current pharmacy and transfer your prescription to Falk

Will the prescriptions be delivered directly to my office?

Some locations receive deliveries directly to the recipient's office, but in most cases medications are delivered to a central location in the building. Check with Falk Pharmacy or Human Resources for your building's drop off location.

What efforts are made to ensure confidentiality?

Each prescription is delivered in a sealed security bag that will only include your name, building address, and office phone number.

What happens if I miss the drop off?

You can arrange for someone else to receive the prescription. Otherwise, the prescription will be delivered at the next scheduled time.

How much notification time is needed to order a refill?

You should provide 48 hours notice (excluding weekends) prior to the scheduled day of the delivery.

How do I pay for my prescription?

You can pre-pay using a major credit card or the UPMC MyFlex debit card. Sorry, no checks or cash can be accepted for deliveries.

Is it possible to fill both short-term and maintenance (90-day supply) prescriptions at Falk Pharmacy?

Yes. Ninety-day supplies of maintenance medications are available (often with discounted copayments) providing that your physician and insurance plan approve. Also please let the Falk Pharmacy representative know that you would like a 90-day supply of your medication when you place your order.

Is it possible to obtain specialty medications at Falk Pharmacy?

Yes. Falk Pharmacy carries many medications for unique medical conditions which are not carried by other pharmacies.