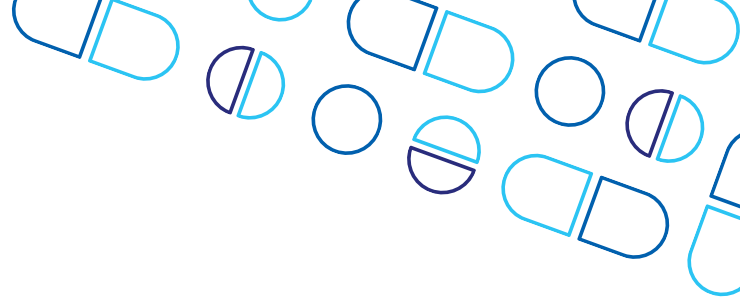




**Pharmacy  
At Your Door**  
by CareRx™



## Frequently Asked Questions

### General Information

#### What are your hours of operation?

**Calgary and Edmonton:** Monday to Friday from 9am to 5pm Mountain Time

**Vancouver:** Monday to Friday from 8am to 4pm Pacific Time

#### Where are you located?

The best way to reach us is by calling 1-855-226-0922.

#### Our addresses are

126 10748 – 74th Street SE, Calgary, AB T2C 5N6

17969-106 Ave, Suite 100, Edmonton, AB T5S 2H1

790 E Hastings St, Vancouver, BC V6A 1R5

#### Where are your service areas?

We currently provide services in Calgary, Edmonton, Vancouver and the surrounding areas. We are expanding across Canada, so please stay tuned.

#### What does it cost to use Pharmacy At Your Door?

It is completely free to use our service. You only pay for the medications you take. Delivery is always free for prescription items. Our dispensing fees are aligned with provincial recommendations and are competitive with other local pharmacies.

## Signing Up

#### How do I sign up?

Setting up your profile only takes a few minutes, and we do all the work for you! Simply contact our customer care specialist by calling 1-855-226-0922. Or you can input your name and phone number on our sign-up page and our customer care specialist will phone you as soon as possible.

#### What information do you need to set up an account?

To complete your profile, you will be need to provide your personal details:

- name
- date of birth
- allergies
- contact information
- address



We will also require a credit card on file. If you have personal, provincial health plan, and/or any additional third party insurance, we will process all claims on your behalf. Your information is completely confidential and all information is stored in accordance with provincial privacy regulations to protect your personal information.

## Medication

### **Do you deliver over-the-counter products like pain relievers?**

We are a full-service pharmacy just like any local retail pharmacy. We supply over-the-counter products, diabetic supplies, wound care supplies, and any other products a retail pharmacy may carry. Please contact our customer care specialist for our full product listing.

### **What if my medication has changed since my last refill?**

We recognize that people are always changing and that means their medication could be changing as well. If your prescription changes at any point, simply ask your doctor to fax the new prescription to us. Once we have received your new prescription, we will send you the appropriate amount of medications until your next refill. Then we will issue the next full monthly supply of the new, revised medications as outlined by your doctor. Because your health is our priority, our pharmacist will also speak with you about the change.

### **Do you provide injection services?**

Currently, Pharmacy At Your Door doesn't offer this service.

## How to Transfer or Start Your Prescriptions with Pharmacy At Your Door

### **How do I transfer my prescriptions to Pharmacy At Your Door?**

When speaking with our customer care specialist, we will ask you for the name, phone number, and location of your current pharmacy. We do the rest. It's that easy.

### **Can I ask my doctor to send my prescription to Pharmacy At Your Door?**

Yes, when you receive your prescription from your doctor, simply ask them to fax it to 1-888-417-3711, and we'll take care of the rest.

### **What if I have a prescription at home and I want to fill it?**

Call us with your details and we'll request a copy of your prescription from your doctor. We'll take it from there and your prescription will be delivered to you!



## Billing

### What are the costs to use Pharmacy At Your Door?

It is completely free to use our service, you only pay for the medications you take. Delivery is always free for prescription items.

### How do I pay for my medications?

After coordinating with your insurance plan, your credit card will be charged with the remaining portion of the cost.

### What are my payment options?

All credit cards are accepted as a form of payment.

### How do I get prescription receipts for manual drug coverage submissions?

We'll attach all medication receipts to every delivery.

## Our Delivery Program

### Can I get my medications on the same day?

We can arrange same-day deliveries for any prescriptions received before 2 pm. Any delivery request after 2 pm will be scheduled for the next day.

### How soon can I get my medication?

We guarantee same-day delivery in as little as 4 hours of the prescription being received; as outlined above, if before 2 pm.

### Can I change my order?

Absolutely. If you need to change any part of your order, feel free to contact our customer care specialist.

### Is a signature required upon delivery?

A signature is required upon delivery because your health and safety is always our priority. For that reason, we will not leave medications at your doorstep. If no one is available, your medication will be safely returned to our pharmacy and we will try again within the next 24 hours.

## Speak to Our Pharmacist

### What if I have a question for the pharmacist?

Our pharmacist is available any time during our operating hours. Simply call our pharmacy at 1-855-226-0922. If you are experiencing a medical emergency, please call 911.



## **What is a medication review?**

Just like an annual physical, our pharmacist assesses your medications against your medical needs, and ensures they are up-to-date. A medication review is really a smart choice to make for your own health and well being. Making sure that all your medications are right for you is something you can manage from the comfort of your own home. Please contact our customer care specialist to make an appointment.

## **Privacy and Security**

### **Is my health information safe and secure?**

Your privacy is our top priority. We adhere to all privacy laws as do all pharmacies within the province of Alberta and British Columbia through the Freedom of Information and Protection of Privacy Act.

