

## Pharmacy

Call: (800) 371-9920

Fax: (866) 346-5413

## Medication Ordering

### New Resident Move-Ins

Fax the following:

- **Completed Enrollment Form** • **Face Sheet**
- **Copy of Insurance Cards** (front AND back)
- **List of Allergies** • **Signed, Valid Prescriptions**

(NOTE: missing any of these items may potentially cause a delay in service).

### Refills

Please order refills when a 5-7 days' supply of medication remains as insurance or prescriber refill authorization may cause delays.

If a refill is needed urgently, please call the pharmacy after reordering.

### Controlled Drug Orders

Physician must e-prescribe ALL CII controlled medications to the PharMerica pharmacy. Physician may call pharmacy to order any CIII-V medications.

### Critical / STAT Medications or After-Hours Orders

Please FAX any emergency and/or after-hours prescriptions directly to the pharmacy, then CALL pharmacy and confirm receipt of fax to ensure accurate and timely delivery.

Please note: all times listed are based on your local time zone.

## Hours of Operation

### Medication Requests\*

Monday-Friday	8:00 am - 6:00 pm
Saturday	8:00 am - 2:00 pm
Sunday	8:00 am - 2:00 pm

\*For after-hours medication needs, please FAX emergency prescriptions directly to the pharmacy, then CALL pharmacy and confirm receipt of fax to ensure accurate and timely delivery.

### eMAR Profile Requests\*\*

Monday-Friday	8:00am-6:00pm
Saturday	8:00am-2:00pm
Sunday	8:00am-2:00pm

\*\*For after-hours eMAR profile needs, please defer to your community's policy on profile entry for your respective eMAR system

## Other Hours

### NEW ORDER CUT-OFF TIME

### DELIVERY WINDOW

Monday-Friday	6:00pm	7:00pm - 10:00pm
Saturday	2:00pm	3:00pm - 6:00pm
Sunday	2:00pm	3:00pm - 6:00pm