

## Memphis Pharmacy

## Pharmacy

Call: (866) 211-3507

Fax: (866) 761-1343

### 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.

### Hours of Operation

#### Medication Requests\*

Monday-Friday	8:00am - 6:00pm
Saturday	9:00am - 5:00pm
Sunday	10:00am - 2:00pm

\*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	9:00am - 6:00pm
Saturday	9:00am - 5:00pm
Sunday	10:00am - 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	5:00pm	10:00pm - 1:00am
Saturday	4:00pm	8:00pm - 11:00pm
Sunday	1:00pm	5:00pm - 8:00pm

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