

## General Information

### Pharmacy Contact Information

Call: (800) 655-3247

Fax: (800) 388-3840

### Pharmacy Address:

1214 West North Market Blvd, Suite C

Sacramento, CA 95834

## Medication Ordering

### New Patients

Send new orders and face sheet with billing information to the pharmacy.

### New Orders

Please send the original physician's order as soon as it is written. First doses may be available from the Ekit or RxNow cabinet, but require a call to the pharmacy for controlled substances.

### Refills

Please order refills according to the "ORDER AFTER" date on the Rx label, or when you have a 3-day supply remaining, to allow adequate time for processing and delivery. Processed refill orders will be delivered on the next scheduled delivery.

### Emergency or STAT Orders

Please call and fax any STAT orders directly to the pharmacy.

Please call the pharmacy for any emergency requests outside of scheduled deliveries.

### Control Drug Orders

Control orders can only be delivered upon receipt of a valid script from the prescriber. **Please reorder control drug orders when you have a 3-day supply remaining to allow adequate time for processing and delivery.**

## Customer Service

The Customer Service Center team is available to provide information as well as support in escalating your requests and issues related to the following services: Consulting Pharmacy Services, IV Nurse Education, Medical Records, Nurse Consulting Services, ViewMasteRx, and more.

To contact the Customer Service Center, call 877-874-2768.

## Hours of Operation

|               |                  |
|---------------|------------------|
| Monday-Friday | 7:00am - 10:00pm |
| Saturday      | 7:00am - 10:00pm |
| Sunday        | 7:00am - 10:00pm |

## New Order Cut-Off Time

## Delivery Window

### Monday-Friday

|         |                  |
|---------|------------------|
| 10:00am | 1:05pm - 4:05pm  |
| 4:00pm  | 7:00pm - 10:00pm |
| 8:30pm  | 11:30pm - 2:30am |

### Saturday

|         |                  |
|---------|------------------|
| 10:00am | 1:05pm - 4:05pm  |
| 4:00pm  | 7:00pm - 10:00pm |
| 8:30pm  | 11:30pm - 2:30am |

### Sunday

|         |                  |
|---------|------------------|
| 10:00am | 1:05pm - 4:04pm  |
| 4:00pm  | 7:00pm - 10:00pm |
| 8:30pm  | 11:30pm - 2:30am |

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