

## 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	2:30pm - 5:30pm
4:00pm	8:30pm - 11:30pm
8:30pm	1:15am - 4:15am

### Saturday

10:00am	2:30pm - 5:30pm
4:00pm	8:30pm - 11:30pm
8:30pm	1:15am - 4:15am

### Sunday

10:00am	2:30pm - 5:30pm
4:00pm	8:30pm - 11:30pm
8:30pm	1:15am - 4:15am

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