

## General Information

### Pharmacy Contact Information

Call: (844) 295-3931  
Fax: (877) 262-0502

### Pharmacy Address:

4750 Longley Ln. Suite # 204  
Reno, NV 89502

## 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 3-5 days prior to running out to allow adequate time for processing and delivery. Processed refill orders submitted by 12pm local time will be delivery same day. Refill orders submitted after 12pm local time will be delivered next day.

### 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

All controlled medication orders must be submitted through eScript per Nevada state law. 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	9:00am-8:00pm
Saturday	9:00am-5:00pm
Sunday	9:00am-5:00pm

## New Order Cut-Off Time

## Delivery Window

### Monday-Friday

11:30am	3:00pm - 6:00pm
4:00pm	7:05pm - 10:05pm
6:30pm	11:10pm - 2:10am

### Saturday

11:30am	1:30pm - 4:30pm
3:30pm	7:10pm - 10:10pm

### Sunday

11:30am	1:30pm - 4:30pm
3:30pm	7:10pm - 10:10pm

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