

## General Information

### Pharmacy Contact Information

Call: (800) 499-9079  
Fax: (559) 294-3881

### Pharmacy Address:

4910 East Ashlan Ave., Ste. 111  
Fresno, CA 93726

## Medication Ordering

### New Patients/Re-Admitted 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 3-5 day supply remaining, to allow adequate time for processing and delivery.

### Emergency or STAT Orders

Send orders to the pharmacy via E-MAR or Fax **and** then call the pharmacy to request a stat delivery.

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 3-5 day supply remaining to allow adequate time to obtain new script, order 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	8:30AM - 7:00PM
Saturday	9:00AM - 5:30PM
Sunday	9:00AM - 5:30PM

## New Order Cut-Off Time

## Delivery Window

### Monday-Friday

10:00AM	12:00PM - 3:00PM
2:00PM	4:00PM - 7:00PM
5:00PM	7:00PM - 10:00PM

### Saturday

10:30AM	12:30PM - 3:30PM
3:30PM	5:30PM - 8:30PM

### Sunday

10:30AM	12:30PM - 3:30PM
3:30PM	5:30PM - 8:30PM

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