

FALK PHARMACY DELIVERY

After over a year of negotiations, we have arranged for delivery to Chevron of prescription medications from Falk Pharmacy. The advantage of using Falk Pharmacy is that on our prescription medical plan it is possible to receive 3 months of a medication for the price of two months. The disadvantage were the long lines and slow service after going over there in the first place.

Calling in prescriptions to Falk for delivery (*indicate that you would like it delivered to the Chevron Building*) can be handled a few ways (Refer to Account Set-up near the end of this document):

- If it's a new prescription you can have your doctor call it in. The central Falk Pharmacy telephone number is 412-473-7427
- If you have the prescription you can fax it in (412-436-1094) however you will need to send the original in before the pharmacy can release your medication. –the courier can take the original to Falk if you give the original to Michael/Dawna in main office.
- To transfer your prescription from another pharmacy you will need to inform Falk the following:
 - Name of medication
 - Branch, Location and Phone Number (i.e. CVS in Oakland ph# 412-555-XXXX)
 - Your Name and phone number(s).

The deliveries will take place on **Wednesdays** and **Fridays**. On those two days MedSpeed (the courier) will pick-up from Falk at Noon so any order placed after that will be delivered the following drop off day (Wed or Fri). Since delivery times will vary (depending on the time it takes the courier to drop off at other locations and get here) we assume the prescriptions will be here by 3:00 pm. Ideally customers will pick-up their medication on the day it's delivered however, we will hold the prescription for one week- if it's not picked up it will be sent back to Falk and the patient will be credited. *We do not have a refrigerator to store the prescriptions so recipients will have to plan accordingly (the prescriptions must be held in a secure location).*

Dawna Kasper and Michael Pater are only contacts for this service-they will send you an email when the prescription arrives. Yet it is up to the recipient to know when the medication should arrive (if you called in the prescription on Tuesday you can deduce it will be here Wednesday- if Falk is out of stock they will inform you). If for some reason the medication doesn't arrive it is up to the customer to contact Falk. If Dawna or Michael are out of the

office Amy will be able to assist you.

The prescription will be delivered in a private sealed bag and held in Dawna's office- we will have no way of knowing its contents.

When you pick-up the prescription you will have to sign them out- you cannot have someone else pick the prescription up for you. If you are not able to sign out the medication it will be sent back to Falk.

Questions can be directed to Michael Pater (mcp35@pitt.edu).

ACCOUNT SET-UP:

First time users of Falk Pharmacy need to call and speak to a representative to set-up an account (do not leave a message). They need to have a record created on you before you have a prescription fill and delivered. You ***cannot*** have your doctor call in a prescription OR transfer from a different pharmacy ***without*** having an account set-up.

Established users: If you have already used Falk in the past you will not need to set-up an account but you will still need to follow the instructions below.

PAYMENT:

Once your account has been established you can use the delivery system, but before it will be delivered you will need to ***call in*** a form of ***payment***. This will be done once the prescription has been called in or when you need a refill.

There will be two ways to pay:

Credit/debit or your **Benny account** (flexible spending). You can ask that they save your payment info for future deliveries, but this is only an option. Orders must be placed at least 24 hours before the delivery date (i.e. if you plan to have the medication delivered on Wednesday, the order must be placed before Noon on Tuesday).

Further clarification can be found by calling Falk Pharmacy at 412-473-7427 and asking to speak to a representative.

Finally, Michael Pater needs to be acknowledged for planning and negotiating the final arrangements with Falk Pharmacy.