



## **Frequently asked questions about THC prescription delivery service**

To further improve the quality of healthcare for our patients, Total Health Care Pharmacy now provides free medication delivery service to improve medication adherence by making medication access/pick up more convenient for our patients.

### **1. Is there a delivery fee?**

No. You can request your medications to be delivered, and we'll also give you a courtesy call for all medications not picked up within 7 days to see if you would like us to deliver it or it will be returned to stock to be re-dispensed at a later time when you want it.

### **2. What happens if I miss the delivery?**

If a patient is not home for a requested delivery the delivery driver will bring the prescription back to the pharmacy at the end of his/her run, and the prescription will be available to be picked up by the customer or authorized representative. If you prefer to have a second delivery attempt made, you will need to call the pharmacy and there will be a **second delivery fee of \$5.00**. Total Health Care pharmacy will not attempt a third delivery. If a second delivery is not completed the prescription order will remain at the pharmacy to be picked up.

### **3. Do all Total Health Care pharmacies locations offer delivery?**

Yes.

### **4. What information will be shared with the courier who will pick up and deliver my order?**

Your pharmacy will share your full name, delivery address and phone number with the courier for delivery purposes only. To protect patient privacy, no other personal information or prescription information will be displayed on the tamper-evident delivery packaging.

### **5. Which addresses can I select for delivery?**

THC offers free same day delivery to your home or a location of your choice within a **20-mile radius** of the pharmacy. We also offer free UPS, and USPS mail deliveries for those outside the 20-mile radius.

### **6. How do I pay and sign for my prescriptions?**

For prescriptions with co-pay, our delivery service is able to accept all types of payments at the time of delivery or you can pay the fee at Checkout when you request delivery, or over the phone via credit card. **Please note that when paying cash exact payment is required as drivers do not carry change.**

### **7. Are all prescriptions eligible for delivery?**

No. **Controlled substances, some high dollar medications, and medications paid for by Medicare Part B cannot be delivered at this time.** Please call your local pharmacy for additional details.

### **8. Can I request delivery before my prescription is filled or when I get a refill reminder?**

You can only request to have your prescription delivered when it has been filled and is ready for pickup by refilling using the app, web refill, phone refill or calling the store. You can update your profile to indicate your delivery options when you are at the pharmacy or by phone.



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### **9. Will my insurance plan affect my ability to have my order delivered?**

Yes. When you place your first delivery request, our system will recognize if your plan allows delivery. If you have trouble placing the request, call your local pharmacy.

### **10. When will my delivery arrive?**

We offer up to 3 delivery runs a day at select pharmacies for same day delivery; most sites offer just one delivery run per day if you request delivery **before 12:00 pm Monday through Friday**, your order will be delivered same **day by 5pm**. Orders placed after 12:00pm will be delivered next day by 5pm. No deliveries on weekends at this time, and during holidays when the pharmacy is closed.

### **11. How can I track down my prescription?**

**Our delivery service can send you a text message alert once they have your medication. This text message will let you know that your prescription is scheduled for delivery and will arrive by XX:XX time. You can also call the pharmacy if you have any questions regarding an update for a delivery.**

### **12. Do I need to be home to receive the delivery?**

No, you do not need to be home in person, we can deliver to your home or selected residence regardless of whether you are present at the residence at the time of delivery provided there is someone available to sign for the medication at the time of delivery. **Please note that an authorized agent must be present to sign a “proof of delivery” handheld electronic unit or back-up paper manifest to indicate receipt of delivery. A prescription delivery can be left at a designated area without obtaining a signature if communicated to the pharmacy.** THC will inform you as soon as possible of being notified by our delivery service of a delay if the scheduled delivery of the patient’s prescription will be interrupted or late.

### **13. How can I get my prescription delivered?**

You can place a prescription delivery request at the Total Health Care pharmacies or via phone call to the pharmacy.

### **14. What if there is an issue with my delivered prescription? Who should I contact?**

Please contact the pharmacy that filled your prescription. Your local pharmacy team knows your order best and will be able to help most quickly.

### **15. Who are the couriers?**

Total Health Care pharmacies use a third party delivery service.

### **16. What if it looks like my delivery order has been tampered with, I received the wrong prescription or I would like to return my prescription?**

If you are concerned about your delivered package, contact the pharmacy that filled your prescription immediately.



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### **17. I have questions about my prescription. What should I do?**

You will receive written information about your prescription with your delivery. If you have additional questions, contact your pharmacy. Look for the phone number on your prescription label.