

Stauffer's Drug Store

Change to Services



Dear Valued Customers,

Stauffer's Drug Store has provided trusted prescription service for over 125 years. We have experienced many changes over that time, and our pharmacy continues to evolve to meet the needs of our patients and the demands of our industry. This letter is to inform you of important changes that will soon happen at our pharmacy.

- **Our retail pharmacy services will end as of December 31st, 2024.**
 - We will no longer provide prescriptions filled in traditional Rx bottles and no longer offer the sale of over-the-counter medications.
- **Stauffer's will focus on providing specially packaged medication services for both patients living at home and at healthcare facilities.**
 - We already provide Med Packs to approximately 150 patients living at home and over 1,000 patients residing at healthcare facilities.
- **Stauffer's will continue to provide vaccine services by appointment and at seasonal walk-in vaccine clinics.**
- **The inside of our pharmacy will close for remodeling starting on Thanksgiving Day. Drive through service for retail customers will continue through 12/31/2024. After 1/1/2025, the drive through will only be used to service patients enrolled in our Med Pack program.**

We realize these changes are significant and you will likely have questions. Please read over the following Question & Answer pages. Our pharmacy team will be happy to assist you in planning for your future pharmacy needs.

Sincerely,

Josh Stauffer, Pharmacist and Owner

Stauffer - Pharmacy Question & Answer Page 1

- **Q: Why is Stauffer's ending retail pharmacy services?**
- **A:** After many years of continued pay cuts from insurance companies, most retail pharmacies are no longer able to operate a profitable business. Over the past decade we have lost numerous locally owned pharmacies. In recent months, leading chain pharmacies have also announced plans to close thousands of retail stores across America.
- **Q: Is Stauffer's going out of business?**
- **A:** The short answer is no. We are fortunate to have developed a niche as a provider of packaged medication services, a valuable tool for nursing facilities and home-healthcare. We have steadily grown this portion of our business, and for the last several years it has accounted for the majority of our sales.
- **Q: What are packaged medication services?**
- **A:** Our pharmacy provides Med Packs that organizes a patient's medications based on day-of-the-week and time-of-day (example: a sealed packet containing your morning medications and labeled with the date and time to take it). As part of this service, our pharmacy manages the timing of refills and packaging of meds, so all routine medications are organized on a 28-day schedule. Samples of our Med Packs using M&M candy are available at the pharmacy.
- **Q: Who should consider receiving our Med Pack service?**
- **A:** This service is most helpful for those who take multiple medications to treat chronic medical conditions. Med Packs have been a trusted staple of care at healthcare facilities for many years. They can also simplify and improve care for patients who manage multiple medications from home. If you are interested in learning more or want to sign up, please let us know.

Stauffer - Pharmacy Question & Answer Page 2

- **Q: Is there a charge for Stauffer's Med Pack service?**
- **A:** For 2025, Medicare and Medicare-Advantage plans will cover the cost of our Med Pack service. This means patients will only be responsible for their Rx copays. Other insurances sometimes cover our Med Pack service. Our pharmacist can provide details on your specific coverage.
- **Q: I want to continue receiving my meds in traditional Rx vials, how should I plan for this?**
- **A:** You should first establish an account at a new pharmacy. If you have refills remaining on your prescriptions from Stauffer's, you can ask your new pharmacy to transfer those refills. Another option is to contact your doctor and request that new prescriptions be sent to your new pharmacy.
- **Q: I live at a senior living community and currently receive home delivery from Stauffer's, what changes should I expect?**
- **A:** Starting 1/1/2025, Stauffer's will only offer home delivery to patients enrolled in our Med Pack program.
- **Q: I currently receive mail delivery from Stauffer's, what changes should I expect?**
- **A:** If you are interested in receiving our Med Pack service, we can mail your order anywhere in Pennsylvania. If you prefer mail service in traditional Rx bottles from a local pharmacy, we suggest contacting Doug's Family Pharmacy of Morgantown at 610-286-0496.
- **Q: I have Medicare, how can I get the lowest copay pricing on Med Packs from Stauffer's?**
- **A:** We recommend using the Medicare.gov website to find and compare drug plans. Enter your medication list and then select 'Stauffer's LTC at 147 E Main Street' as your preferred pharmacy.



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New Holland, PA 17557

717-355-9300

www.StauffersDrugStore.com



All of the health. None of the hassle.

**Managing your medications has never been easier.
Ask our pharmacist how our MED Pack program can help
to simplify your medications.**

Stauffer's Drug Store