



Frequently Asked Questions

Below is our F.A.Q. list which may be helpful in resolving questions that frequently arise regarding Resident Medication issues.

Q. Do I need to contact the Pharmacy to Start the Medication Service?

A. Yes – In order to confirm the information we receive on the Resident's Registration Form and related documents, we need a few minutes of your time, before beginning service.

Q. Do I need to contact the Pharmacy if the Resident is hospitalized or placed in a Nursing Home?

A. Yes – You need to alert the Pharmacy to put medication deliveries and automatic refills on "Hold." This way, medications are not sent when the Resident is not there and you will not be charged.

Q. Does the Pharmacy need any discharge paperwork when the Resident is released from the Hospital or Nursing Home?

A. Yes – The Pharmacy needs a copy of all discharge papers and prescriptions in order to determine if any medications were changed and if any new medications are required. These papers should be faxed or delivered to the Pharmacy, as soon as possible to prevent delay in delivery.

Q. Do I need to call the Pharmacy if we are planning a vacation?

A. Yes – Each Resident Facility starts their medication month on a different day. To ensure that you have sufficient medications for the vacation period, contact the Pharmacy at least one week prior to leaving the Facility.

Q. I have new prescriptions after a Doctor visit. Does the Pharmacy need them?

A. Yes – The Pharmacy needs all prescriptions, as soon as possible. The Doctor can call direct to the Pharmacy. If a hand written prescription is given, take the prescription back to the Facility and have the Service fax it to the Pharmacy and leave the originals for our pickup.

Q. Can I Stop Medications for Myself or the Resident I Represent?



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- A. No - All medication orders must be made by or confirmed with the Doctor. We cannot deviate from the instructions on the original prescription without the Doctors permission.**
- Q. Is there a current list of the Resident's medications, if I need one?**
- A. Yes – A copy of each Resident's (Who is one of our Patients) medications is kept with the Service and a copy can be made for you, at your request.**
- Q. Do I call the Pharmacy, if I have a question about Insurance, Co-payment amounts or the amount I was charged for a particular prescription?**
- A. Yes – Call the Pharmacy and talk to a Pharmacy Technician. Specify that your question involves the "AMOUNT" charged or an "INSURANCE" or "CO-PAYMENT" charge. Only a Pharmacy Technician can answer these types of questions.**
- Q. Whom do I call if my question involves my account balance or if I am checking on a payment I made?**
- A. Call the Pharmacy and immediately indicate that you need to discuss your "ACCOUNT." Account issues...Payments Received...Account Balance... Last Invoice or Prior Invoice amounts, etc. is the responsibility of our Billing Department. You will be forwarded to them from Pharmacy.**
- Q. Can I order other items, OTC and personal need products, from the Pharmacy and will they be delivered?**
- A. Yes – As indicated in our brochure, we will supply these types of products and include them with our normal deliveries. OTC items to be administered by the Service can be packaged in the same manner as your regular medications, at your request.**
- Q. When can I contact Medi-Mart?**
- A. The Pharmacy may be contacted Monday–Friday 10:00 a.m. to 6:00 p.m. Deliveries are scheduled to leave at 6:00pm. On weekends a Pharmacist is available for emergency questions, Saturday – 10:00 A.M. to 3:00 P.M. Weekend deliveries are made on an "Emergency Only" basis.**