

Pharmacy

Why can't I get a 90-day supply of my medications? We can only fill for a quantity the prescriber has written for. If it's written for 90 and we only fill for 30 days it's because the insurance limits the quantity.

Can I get my Norco fill early I've taken a couple extra? No, we adhere to a strict 30 day policy. All controlled RX's can be filled on the day you should run out based on quantity and directions written by the provider.

You used to fax my Norco script to Shopko. Why do I have to pick it up now? This year the DEA changed the schedule of some medications. The original paper prescription is now required to fill Norco.

My medication was lost/stolen, can I get more? If the provider chooses, he/she may write or approve an early fill, but the pharmacy will not cover the cost for lost or stolen prescriptions.

Can I get my prescription filled at another pharmacy? Yes, but you will be responsible for the cost/copay.

I had to have a prescription filled after hours. How do I get reimbursed? When filling prescriptions after hour only purchase the minimum amount needed. Our pharmacy can transfer the balance to our pharmacy after hours. If you are eligible for PRC, your receipts can be turned for review and you may get a refund.

Can someone pick up my prescription for me? Yes. We will ask for a patient identifier such as address and/or birthdate. If you don't want anyone but you to pick up your prescription please contact the pharmacy.

What hours are you open? Pharmacy Hours: M,Tu,W,F: 8 - 5 p.m. Th: 8 - 7 p.m.

I don't have refills. Can I get my medications? We can request a refill from your provider. This process usually takes 48 hours. If it is an outside provider it may take longer.

Why does my tablet look different than last month? Over the past couple of years medications have had supply issues. This can make it difficult to get the same manufacturer each month. If your medication looks different is always best to contact the pharmacy with a description of the tablet. Pharmacy can then verify the correct medication was used.