



MEDICATION REFILL & SHIPPING

Here's what you need to know about...

Scheduling a Medication Refill:

- Our caller ID will show **(833) 354-2220**. Please save our number to your contacts.
- We can contact you via email, text message or phone call. You can update your preference at any time by calling us.
- We will contact you seven to 10 days before you need your medication based on your last delivery date.
- Please schedule your delivery several days in advance to avoid any unforeseen issues that may prevent you from receiving your medication before you need it.

Medication Delivery:

- Our Pharmacy works with UPS or FedEx to deliver your order. The carrier that delivers your package may change from month to month. If you have a preference, please let us know. We will try to honor your request for future deliveries, but cannot guarantee it.
- You can have your package delivered to your home, work, clinic or UPS/Fedex location for pickup.
- It is very important that we have the correct delivery address. Be sure to communicate any address changes, apartment number, gate codes or other information needed to ensure delivery of your medication.
- A signature is not required on deliveries, but can be added by patient request or by our pharmacy as needed.
- For medications that require continuous refrigeration, we prefer to schedule delivery of your medication to arrive on a Tuesday, Wednesday, or Thursday.
- For medications that do not require refrigeration, we can schedule your delivery to arrive any day Monday through Friday.
- If you opt-in to receiving text messages, we will text your tracking number when your medication is on the way.
- If our pharmacy teams determine that weather may delay the timely delivery of your medication, we may reach out to you to reschedule your delivery.
- If your package does not arrive when expected, please check your tracking number or call us at (833) 354-2220 **as soon as possible**. We will work with the shipping carrier on your behalf. If it is after hours, please leave us a detailed message so we can address immediately upon opening.

Have More Control Over your Deliveries

We encourage our patients to sign up for notifications that will help you monitor all of your shipments by using the following FREE services provided by our couriers:

- **UPS My Choice** – Visit the UPS website to enroll in their free membership
- **FedEx Delivery Manager** - Visit the FedEx website to enroll in their free membership

Specialty Pharmacy Hours of Operation:

Monday - Thursday 8 a.m. – 7 p.m. (CST)
Friday 8 a.m. – 6 p.m. (CST)

For more information, please visit:
osfhealthcare.org/specialtypharmacy.

Specialty Pharmacy Pick Up Hours:

Monday - Friday 9 a.m. – 5:30 p.m. (CST)

Closed on weekends and major holidays. Retail pharmacy hours may differ.