



## Prescription Bedside Delivery

Would you like your take-home prescriptions delivered to your bedside before leaving the hospital? The Deaconess Family Pharmacy is now offering this service for our patients. If you are interested, please follow the steps below.

**Step 1:** Tell your nurse or pharmacist that you are interested in having your prescriptions filled at the Deaconess Family Pharmacy and delivered to your bedside before you leave the hospital.

**Step 2:** A pharmacy technician will come to you to collect your personal and insurance information. If possible, we ask that you have your prescription drug insurance card in hand. We need this information in order to process your prescriptions.

**Step 3:** When your doctor writes the prescriptions that you will need at home, they should be sent to the Family Pharmacy at least 1 hour before you are discharged. While your nurse is preparing all of your discharge paperwork and getting you ready to go, the pharmacy will process and fill your prescriptions.

**Step 4:** The prescriptions will be delivered to your room before you are discharged. The technician will be carrying a hand-held device that will allow you to pay for your prescriptions with a credit or debit card. If you wish to pay with cash, we will have your prescriptions ready for pick-up on the first floor in the Family Pharmacy before you leave the hospital.

# Frequently Asked Questions

## Deaconess Family Pharmacy Bedside Delivery

### **What are the hours for the Family Pharmacy Bedside Delivery?**

The Family Pharmacy can deliver medications to the bedside for any patient who is being discharged Monday through Friday between 10:00am and 4:00pm.

### **What if I am being discharged after Bedside Delivery hours?**

The Deaconess Family Pharmacy is open from 7:00am to 7:00pm, Monday through Friday and Saturday 9:00am to 2:00pm. Patients who are being discharged outside of Bedside Delivery hours and wish to fill at our pharmacy can do so by bringing prescriptions to the Family Pharmacy, located on the first floor.

### **How does the cost compare to my preferred pharmacy?**

The Family Pharmacy accepts most insurance plans. Our pricing is competitive with other outpatient pharmacies for your first fill. For most insurance plans, we can fill your discharge prescriptions at equal or lower prices than your regular pharmacy.

### **What if I do not have my prescription insurance card with me?**

We will need your prescription insurance card information in order to process your prescriptions. You may ask that a friend or family member bring your card to you during your stay. If you have prescription drug coverage through Medicare Part D, we can find the necessary information using your Medicare number.

### **Who should I call for refills?**

Our license type allows us to fill your prescriptions when you are discharged from the hospital one time. In order to get your refills, you will want to call your regular pharmacy at least 3 days before you wish to pick up your refill so that they can get the prescription from us and fill it for you.

### **How will I pay for my prescriptions that are delivered at bedside?**

Our technician will deliver your prescriptions with a hand-held device that will allow you to pay with credit or debit. If you wish to pay with cash, we will prepare your prescriptions and you will be able to pick them up at our Family Pharmacy before you leave the hospital.

### **Can I have my narcotic medications delivered as well?**

Yes. We will need to see your driver's license or ID card. A family member or friend may provide their license or ID if you cannot.