

# DELIVERY SERVICES & PACKAGING OPTIONS

## DELIVERY SERVICES

Med Center Specialty Pharmacy knows that getting your drug on time is important. Here is an overview of how our delivery process works.

### Shipping

- Our normal delivery is Monday through Saturday.
- Medications that need to be kept cool will be delivered at an agreed upon time in advance. Most medications are packaged to remain safe and effective for up to 48 hours.
- Some shipments may be sent by federal Express and may arrive to you on Saturday.
- We check the shipping address for each package to make sure we have your current address. Please inform us of any change in delivery location or address during the course of your therapy to ensure accurate and timely delivery.

### Change of Address

Please let your designated Customer Service Specialist or our Delivery Coordinator know if you change your address, phone number or delivery preference.

### Package Receipt

You or someone you specifically designate and trust needs to accept and sign for your package when it is delivered. We will not leave a package with anyone that is not approved and designated to be acceptable by you. If no one is available, call us to arrange a different delivery time or location.

### Remote Area Deliveries

In remote areas, deliveries may be made as late as 7:30p.m. Saturday delivery may not be available. Please check your delivery time with your designated Customer Service Specialist or Delivery Coordinator when discussing and arranging your medication delivery. We can arrange a different delivery time or place if necessary.

### Late or Missing Deliveries

If you do not receive a package when scheduled, please call your Med Center Specialty Pharmacy as soon as possible at the phone number listed on the business card magnet included in this patient welcome kit. Please call us as soon as possible to avoid missing a dose of your medication.

## PACKAGING OPTIONS

At Med Center Specialty Pharmacy our goal is to make the process as easy as possible for you. To assist with this we have various packaging options that you may be able to choose from depending on your specific situation and disease state. Feel free to inquire about these options with your designated Med Center Customer Service Specialist.