



## FREQUENTLY ASKED QUESTIONS

### **How do I contact the pharmacy?**

Phone: 866-767-4883

Fax: 516-876-0200

Email: [info@thealliancepharmacy.org](mailto:info@thealliancepharmacy.org)

### **Can your Pharmacy fill my prescription?**

Please contact the pharmacy and our staff will determine eligibility.

### **What is my financial responsibility for out-of-pocket costs, such as deductibles, co-pays, and co-insurance?**

After we receive your prescription we will process it through our pharmacy software and provide you with a summary of your out of pocket costs. The amount due for prescription is determined by your insurance company. The Alliance Pharmacy will work to ensure that every patient receives their necessary medication including assisting with applications for manufacturer and other third party support when applicable.

### **What will your Pharmacy do if the drug that I am ordering is not in stock?**

We strive to provide exceptional care to our patients, this includes having a large selection of medications available. Sometimes we may have to order a medication. Most medications we have to order are available the next business day. If for some reason we are unable to obtain the medication we will work with your provider to find a pharmacy which has this medication available.

### **How do I place a refill order for medication?**

When you have 5 days of medication remaining call the pharmacy to request a refill. This will ensure that the pharmacy has time to prepare your prescription and have it ready for pick up or sent out for delivery. Plan ahead for holidays, vacation or weekends.

### **How do I access drugs if emergency, disaster, or delay occurs?**

Click here to learn more about [\*Emergency Planning For The Home Care Patient\*](#).

### **How do I inquire about the status of my order?**

If you have questions about your order status please call the pharmacy at 866-767-4883.

### **What happens if my order delayed?**

Occasionally, due to unforeseen circumstances an order may be delayed. Before a medication is mailed we will contact you to confirm an address you will be available the following day to receive the delivery. If you have not received your medication the day delivery was scheduled please don't hesitate to contact the pharmacy. This will enable us to track down your medication and ensure that your therapy is not interrupted.

### **How do I address an adverse drug reaction?**

If it is an immediate emergency call 911, otherwise contact your physician or call The Alliance Pharmacy.

### **What do I do if there is a drug recall?**

In the event of a recalled, discontinued, expired, damaged, contaminated, unacceptable and counterfeit drug product, The Alliance Pharmacy will notify you by email and/or telephone. For additional instructions for proper disposal of the recalled medications view the following guide: [FDA's Disposal of Unused Medicines](#).