

Cordant Pharmacy Solutions™ Patient FAQs

Does this cost me anything extra?

No. We accept almost all insurance plans, and we are a retail pharmacy. Some insurance plans involve a single, preferred pharmacy, but this is rare. If you do not have insurance, we will match the cost of your medication as long as we can verify the price either by checking your receipt from the previous month or by contacting your previous pharmacy.

How long will it take for me to receive my delivery?

We are set up for 48 hour turnaround time on deliveries. We require confirmation with you before sending out your prescription and also require your signature upon delivery. As such, expect a phone call from us shortly after your appointment with your doctor.

How do the deliveries work?

We use a local courier service or FedEx. There is a window of time during which this service or FedEx will deliver, but you should be expecting the delivery since we schedule the delivery with you beforehand. There is no delivery charge — the only time you would have to pay for a delivery is if you missed a scheduled delivery and need to reschedule, for which there is a small redelivery charge.

I have special needs regarding my deliveries (frequent travel, at work during the day, etc.). How will deliveries work for me?

Please be sure to talk to the pharmacy about your needs. We understand that you are a busy person, and we will typically be able to work out an optimal arrangement with you. You are also welcome to pick up the filled prescription at the pharmacy if you would like. We have a very pleasant waiting room, and if you inform us beforehand that you would prefer to pick up your order, we should be able to have it ready for you upon your arrival. If you have having your medications delivered to your home or office, you need to be present at time of delivery and have a valid I.D.

Do I call the pharmacy when I leave the doctor's office?

No. The pharmacy receives prescriptions from your doctor's office either once or twice a day. When we get the prescription, we will process it and give you a call when we are ready to schedule a delivery with you. As previously mentioned, we are set up for next-business-day delivery, so it will not be very long before you receive a phone call from us.

How do I pay for my prescription?

We accept all credit cards and debit cards, as well as flex spending accounts and health savings accounts. We accept check by phone and cash or checks if you would like to pick up the prescription. We do not automatically charge your credit or debit card; we can keep your card information on file so that when delivery is scheduled, we can ask you if you would like to put the cost of the medication on the card you have on file with us.

If I have a discount card for my medications, can I use it at Cordant?

Yes. We even have many of these cards at the pharmacy, and we are happy to provide you with a discount card if we have one available, if your insurance plan allows one for that medication.

Do I call the pharmacy or do I call the doctor if I need a refill on my medication?

We recommend you call the pharmacy five business days before you run out of medication. Doctors often send us a few months' worth of prescriptions, and then we are typically able to schedule delivery with you when you are due for a refill. If we do not have a refill in stock, a five-day notice from you typically gives us plenty of time to submit a refill request to the doctor and receive a response before you require delivery. If we do have a prescription for you, we will call you a day or two in advance to schedule a delivery.

Can I fill all of my prescriptions at Cordant?

Possibly. Be sure to let the pharmacy staff or pharmacist know the medications you are prescribed. We do not stock ALL medications, as we are a controlled-substance pharmacy. But if there is something you are prescribed that we do not currently fill for you, we would be happy to work with you to fill it if we are able.

I always seem to run out of my medication on the weekends and holidays. I know you aren't open on the weekends, so what do I do?

This is something we have already discussed with your doctor's office. As your healthcare team, we are in communication with each other regarding when you are running out of medication, and your doctor is aware that we are not open on the weekends. You have nothing to worry about, and you will be taken care of. We are able to notify your doctor in advance of holidays regarding all patients who will be running out of medication, and we work together to make sure your medical needs are addressed.