



# HELPFUL INFORMATION

888-321-7945

Injured Workers Pharmacy's goal is to provide you with your worker's compensation medications in an efficient and timely manner. To help process your prescription(s) we work together with you, your physician, and your attorney. The information below will help you understand the process as well as insure the continuity of your medications.

1. **HOW TO REACH US:** We are only a phone call away -- **888-321-7945**. We have provided a pocket card and a refrigerator magnet/calendar in order for you to keep our number handy. Our office hours are Monday through Friday, 8:00AM to 6:00PM Eastern Standard Time. You have the ability to leave us a message 24 hours a day, 7 days a week and we will return your call the next business day.
2. **PRESCRIPTIONS:** Please get us your prescriptions promptly so we may fill them in a timely manner. There are several ways you can get your prescriptions to us:
  - a. **MAIL:** Send us your prescriptions by mailing them to **PO BOX 338, METHUEN, MA 01844-0338**. For your convenience, we have provided you with self-addressed, postage paid envelopes. Be sure to bring an envelope with you to your doctor's appointments. Let us know if you need more envelopes – we will be happy to send you a supply.
  - b. **FAX:** Your doctor can fax us your prescriptions toll free at **800-497-4276**. **PLEASE NOTE THAT WE CAN ONLY ACCEPT FAX PRESCRIPTIONS DIRECTLY FROM YOUR DOCTOR'S OFFICE.** After your doctor faxes the prescription, have him place the original prescription in one of our self-addressed, postage paid envelopes, and mail it directly from the doctor's office. Once we receive the original hard-copy, our pharmacist will be able to fill and ship the prescription(s) to your home via UPS delivery. *Note: Pharmacy regulations require we have the "original" hard copy of every prescription on file in our pharmacy.*
  - c. **TRANSFERS:** If you have refills remaining at your local pharmacy, our pharmacist can "transfer" the prescription. Simply provide us with the name and telephone number of the pharmacy, the name of the medication, and the prescription number. All of this information is easily accessible from the prescription bottle. Please know that some medications are not transferable.
  - d. **DOCTOR CALLS:** If you are in immediate need of a workers compensation medication, your doctor can call in the prescription directly to our pharmacist toll free at **888-321-7945**. We will not call your doctor for prescriptions, please have your doctor call us.
  - e. **REFILLS:** We will automatically track refills on prescriptions filled by our pharmacy; however, we encourage you to monitor your medications and contact us if you have not received a refill 2-3 days prior to your medications running out.
  - f. **NEW OR CHANGED PRESCRIPTIONS:** If there is a change in your medication or if you are in need of medications immediately, please have your physician contact us directly with a telephone or fax prescription. Please remember we cannot ship narcotics without an original prescription on file.
3. **SHIPPING:** Your first shipment of medication from IWP will arrive via overnight United Parcel Service (UPS) delivery. Future shipments should be scheduled in advance to allow enough time for UPS ground shipment. Ground service usually takes 3-4 business days. UPS will require a signature for most packages. Inspect your package while the UPS driver is present. If the package has been damaged or tampered with inform the driver and notify us immediately. If you are not home, the driver will not leave packages unattended. Medication should be inspected for accuracy on arrival. Please call within 24 hours if you notice any discrepancies. We can notify you via email when a shipment has been sent, is expected to arrive, and the UPS tracking number if you supply us with your email address. **PLEASE BE SURE TO NOTIFY US OF ANY SPECIAL SHIPPING INSTRUCTIONS.**
4. **CHANGE IN ADDRESS:** Your address is very important to us. We need to know any change in address to avoid your medications being delivered to the wrong location. If you are moving either permanently or temporarily, please notify us immediately.
5. **VACATIONS:** If you are planning a vacation or are going to be away from home for an extended period of time, please let us know so we will not schedule medications to be delivered during that timeframe.
6. **HOLIDAYS:** Injured Workers Pharmacy will be CLOSED on the following holidays. In addition, UPS does not deliver packages on these days.

**2005**

New Year's Day	Friday	December 31, 2004
Memorial Day	Monday	May 30, 2005
Independence Day	Monday	July 4, 2005
Labor Day	Monday	September 5, 2005
Thanksgiving Day	Thursday	November 24, 2005
Christmas Day	Monday	December 26, 2005

Customer Service is very important to us. If at anytime you are not pleased with our services, please feel free to contact our Chief Operating Officer, Michael Cikacz TOLL FREE at 888-321-7945 extension 3003.