



## **Pharmacy Soft Opening**

### **Patient FAQs**

Jordan Health is excited to open our new pharmacy located at 82 Holland Street inside our Jordan Center. As a result, some of our front desk professionals or pharmacy staff, may require additional information from you to ensure accuracy and high-quality service during this transition phase. We thank you for your patience and look forward to servicing you at our new pharmacy.

#### **What do I need to do now to make sure I receive my medication?**

- Currently, Jordan Health Center and URMC Highland Pharmacy are working together to ensure you receive your prescriptions without interruption.

#### **How do I now receive my prescriptions since URMC Highland Pharmacy has closed at the Jordan Health Center?**

- If you have Medicare Part D, commercial insurance, or receive the Jordan Health sliding fee your prescriptions can be filled at the new Jordan Health pharmacy if you would like. Until New York State issues the Jordan Health Pharmacy a Medicaid number, your prescription can be filled by the URMC Highland Pharmacy. The URMC Highland Pharmacy will deliver your prescription to your home. If you are not comfortable having your medicine delivered to your home, you can pick it up at their new location at 910 Brooks Avenue, or it can be delivered to the Jordan Health Pharmacy and you can pick it up there.

#### **What happens if my provider gives me a new prescription in addition to my current prescription? Where will my prescriptions be filled?**

- It is your choice! If you have Medicare Part D, commercial insurance, or pay for your prescriptions out of your pocket, you can ask your provider to send your prescriptions to our Holland Street pharmacy or to the new URMC Highland Pharmacy location (or any other location of your choice).

#### **What will happen to my prescriptions between now and the pharmacy's grand opening in Spring 2025?**

- Have a conversation with your provider to make the choices best for you.

**What if UPMC Highland Pharmacy continued to fill my prescriptions after their relocation? What will now happen to my prescriptions?**

- It is up to you. You can pick them up at your new location, or have them delivered to your home, or select to pick them up at the Jordan Health Center.