

# Medication Delivery FAQ

**For doctors:** How to provide medication delivery service to your patients.

## Why offer home delivery of patient medication?

To help keep patients safe and offer a convenient way to avoid stressful line-ups at the pharmacy.

## Who is delivering the prescriptions?

Cortico is partnering with ShopDrugs.ca to help keep patients safe and save time and stress, with **same-day, free prescription home delivery.**



## How can I reach them?

We use ShopDrugs.ca because they are a very responsive and have a patient-centric delivery network, and do a great job of ensuring deliveries are fulfilled. If there's ever a change or another concern, reach out to them at. **+1 (844) 906-3784** or [care@shopdrugs.ca](mailto:care@shopdrugs.ca)

## How are Repeats processed?

ShopDrugs pharmacies and staff know when patients are running out the medications and will insure to reach them out few days prior to medication completion. However, patients can reach out at **+1 (844) 906-3784** or [care@shopdrugs.ca](mailto:care@shopdrugs.ca)

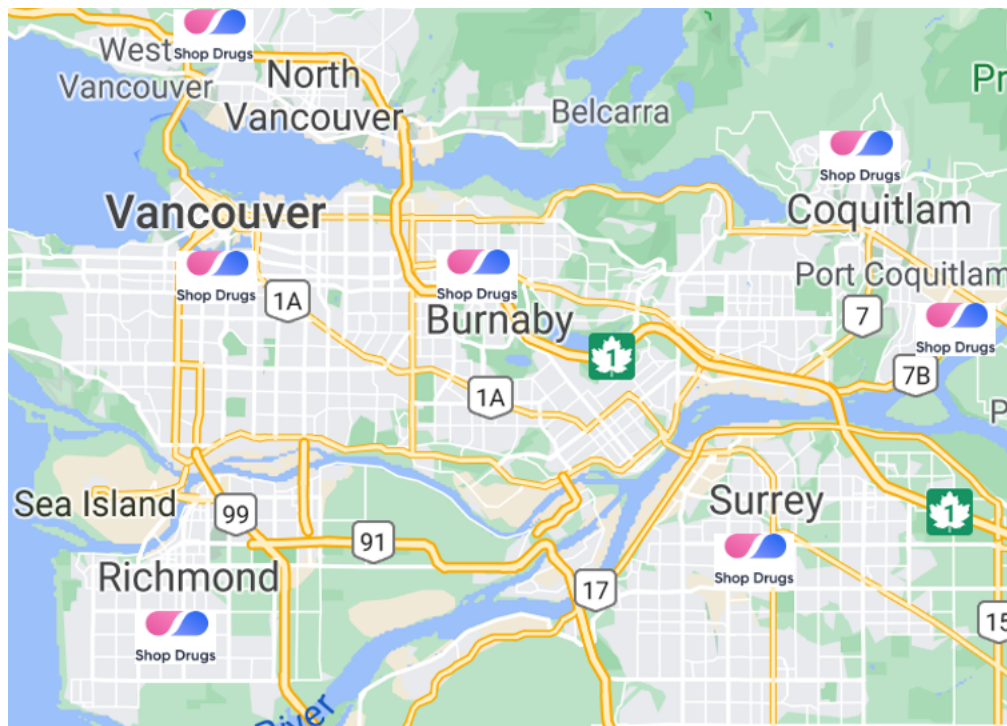
## What is the process?

1. The patient chooses delivery during booking, and **[DLVR]** will show up in their reason for visit.
2. When sending the prescription, the doctor searches for "delivery" in the preferred pharmacy field, choosing the first result that comes up (ShopDrugs.ca (same-day delivery))

Note: If you use the Cortico Plug-in, it can automatically choose the correct fax recipient.

## Where can ShopDrugs.ca deliver?

Delivery Zones: Greater Vancouver out to Surrey



## Is Same-day delivery guaranteed?

Within some constraints, because the partner pharmacy who provides the drugs may be closed at certain times, preventing access by the driver.

1. On weekends, non-urgent drugs may be delivered the following day.
2. After 4:30pm non-urgent drugs may be delivered the following day.
3. Uncommon/specialty drugs may be delivered the following day if inventory cannot be secured.
4. Weather/Road conditions may prohibit delivery and may be delivered on the following day.

## How does the patient pay?

1. Payment is done with a credit card at the time of delivery.
2. The price of medication compares favourably with a traditional pharmacy with a (lower than average) \$10 dispensing fee, competitive drug prices and no fee for the delivery.