



# Plitio

## Delivery FAQ



If you are a resident of BC you are qualified for this free telehealth service.

Plitio believes in providing the best quality of care and making it easily accessible to all. We recognize that it isn't easy to always walk into a medical clinic and can be quite time consuming. That is why we have partnered with Viva Care to provide this amazing service!



**See a doctor online or via phone call from the comfort of your own home.**

### **After your appointment:**

- Viva Care sends your prescription directly to Plitio
- The pharmacist calls you for confirmation
- The medication is delivered the same day, with exceptions outlined below



**Deliveries are available for same day under the following circumstances:**

- Prescriptions processed before Noon, delivered 4-6 pm
- Prescriptions processed between Noon - 3pm, delivered 6-9pm
- Prescriptions processed after 3pm, next day delivery



**Plitio guarantees prescription deliveries are always:**

**FREE** - No payment for deliveries, ever

**SECURE** - Deliveries are handled by Plitio drivers

**SAFE** - Contactless delivery is guaranteed

**CONVENIENT** - Deliver at a time that works for you



**If you are feeling a little lost and have questions, Plitio can assist you.**

- Download the Apple or Google Plitio app, or
- Visit us at **[www.plitio.com](http://www.plitio.com)**, and
- Use the chat function to speak directly with our Pharmacists
- Our Pharmacists are always available
- They are happy to answer any questions

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Same day prescription delivery service is only available to select cities, including: Surrey, Vancouver, North Vancouver, West Vancouver, Burnaby, Delta, Abbotsford, Chilliwack, Langley, Port Coquitlam, New Westminster, White Rock, Maple Ridge and Aldergrove. All other areas in BC are subject to next day delivery.

**Same day delivery is weather dependant.**

**Speciality medications, requiring ordering, may be subject to next day delivery.**