

# Medication Delivery FAQ

Medication delivered for free on the same-day, right to your home.



## Benefits



- It's **free**.
- It's **fast**. (Usually the delivery is made the same day, at a time that works for you)
- It's **convenient**.
- It's **safe** (contactless delivery)

## Who delivers the prescriptions?



Cortico and Kensington medical clinic are partnering with PocketPills to provide this service. One of our pharmacies will contact you by phone to setup your medications and delivery.

## How does it work?



1. When booking an appointment, choose the delivery option for your pharmacy, or ask the doctor to choose delivery for you.
2. Your doctor sends the prescription.
3. The pharmacy calls you - usually within an hour - to confirm a delivery time.
4. The driver arrives with your medication on the same day (exceptions may apply).

## How do I get help?



We expect your delivery to arrive smoothly, but if necessary you can contact PocketPills if there are any problems or you need to make changes to your prescription or delivery.

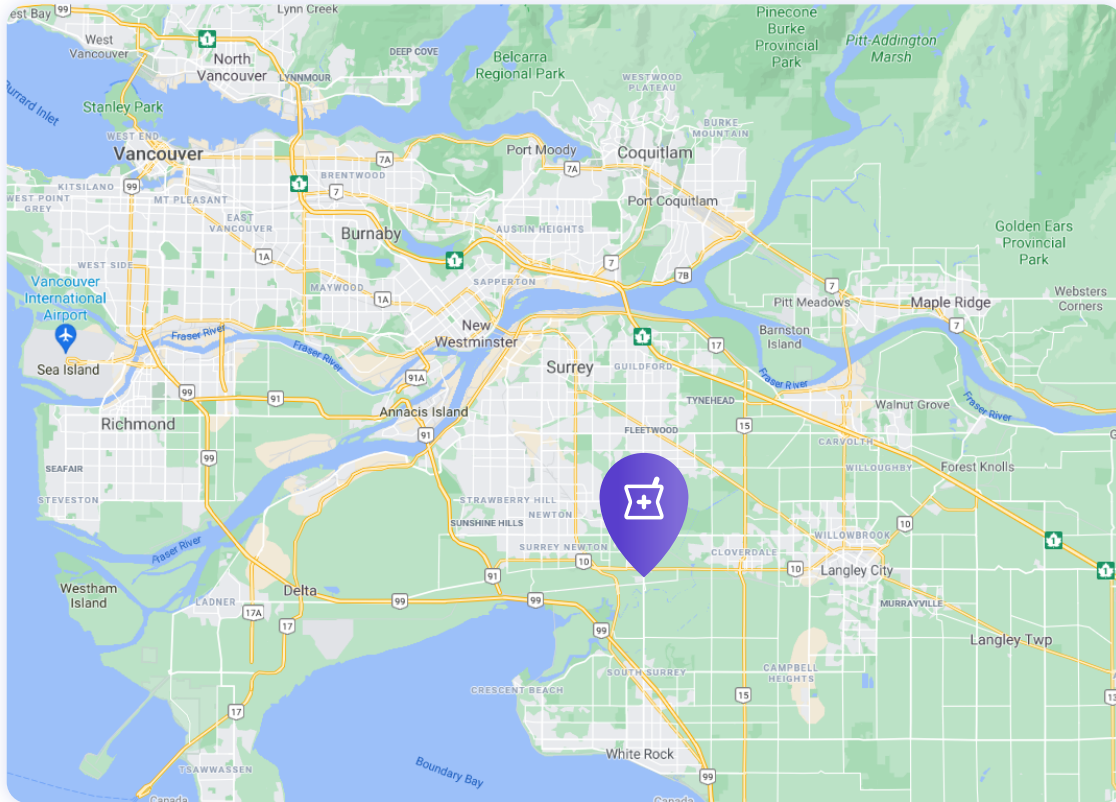
On behalf of the team, we want to thank you for trusting the PocketPills prescription platform that ensures the fastest access to medication for every home in Canada.

# Delivery Service



## Where can PocketPills deliver?

Delivery Zones: Greater Vancouver (see map for included areas)



## Is Same-day delivery guaranteed?

We strive to provide same-day delivery, with the following exceptions:

1. On weekends, non-urgent drugs may not be delivered until the next day.
2. For prescriptions made after 4:30pm, non-urgent drugs may not be delivered until the next day.
3. Uncommon/specialty drugs may not be delivered until the next day if they are not immediately available.
4. When weather or road conditions prohibit delivery we will make every effort to deliver your medication the next day.

