

Dougherty Pharmacy Delivery Policy

Applies to: Morrisville, Hamilton, and Canastota NY Locations

Eligibility: Delivery is available to anyone requesting a delivery.

Medicaid Patient Exception: Since we charge a fee, if only prescriptions billed to Medicaid are in the order, then we are not permitted to deliver per NYS law. If there are other non-Medicaid billed prescriptions in the order for the patient or a family member, then we can additionally deliver their Medicaid prescriptions at the same time. Free sync deliveries with 5+ meds can be made to Medicaid patients if they live within 10 miles. Greater than 10 miles there is an additional fee for sync patients so Medicaid patients would then not be eligible.

Fees: \$4 delivery fee within 10 mile range. Sync patients with 5 or more medications receive free delivery for their scheduled sync fills within a 10 mile range. There is a \$1 additional fee per mile on all deliveries, including the free sync delivery, for deliveries over 10 miles from the pharmacy.

Delivery Distance: Measured by quickest route using Google Maps. If multiple routes with same time can use shortest miles.

Delivery Times: Deliveries will be made between 2-5pm Monday through Friday only. Orders must be received and have time to fill before the delivery driver has left to make that day's deliveries.

Drop Off: Patient or an authorized representative must be present to sign for delivery.

Payment: Payment for copays and delivery fees will be made over the phone prior to delivery being made.

Missed Drop Offs: If we arrive during our arranged delivery time and no one is present to sign for the delivery there will be no refunds. If the delivery was for a free sync delivery the \$4 fee will be charged upon return to the pharmacy. If a second attempt is required the patient will need to pay the delivery fee again.

*If the patient is located significantly closer to our other location the pharmacy reserves the right to require the patient change pharmacies if they wish to continue to receive deliveries.

**Pharmacy reserves the right to not deliver to any patient for any reason.