Albert Einstein College of Medicine (COM) Prescription Process for Pick-up Service at the Einstein Pharmacy

New Pick-up Service Available February 25, 2016

Beginning Thursday February 25, 2016, prescriptions for the employees of the Albert Einstein College of Medicine who are enrolled in the Monte health benefits can be filled at the Montefiore Outpatient Pharmacy located on the Moses Campus (3444 Kossuth Ave, Ground Floor) and delivered to the Einstein Campus for pick up at the Montefiore Einstein Outpatient Pharmacy at the Jack D. Weiler Hospital on Eastchester Road, hereafter referred to as the Einstein Pharmacy. (Prescriptions will not be filled or prepared at the Einstein Pharmacy.)

How do I get my prescription to the Montefiore Outpatient Pharmacy?

Prescriptions can be sent to the Montefiore Outpatient Pharmacy in a few ways:

1. **Electronically:** Your prescriber can send your prescription to the electronic address: Montefiore Medical Center Pharmacy, 111 E 210 Street, Bronx, NY 10467
2. **By Phone:** Your prescriber can call the prescription into 718-920-4934
3. **By Courier:** You can bring your original prescription to the Einstein Pharmacy for placement in the courier bag that will deliver it to the Montefiore Outpatient Pharmacy. In the meantime, the Einstein Pharmacy staff will fax the prescription to the Montefiore Outpatient Pharmacy for preparation. Prescriptions faxed from any other location will not be released until the Montefiore Outpatient Pharmacy is in possession of the original prescription form.

How do I have my prescription filled?

You must be enrolled in the pharmacy's management system (the pharmacy system is independent of all other Montefiore systems). Enrollment can be done at the pharmacy's website [www.montefiore.org/montefiorepharmacy](http://www.montefiore.org/montefiorepharmacy). Please complete the Pharmacy Registration Form to get started.

How do I get my prescription delivered to the Einstein Pharmacy?

You can have all of your prescriptions automatically sent to the Einstein Pharmacy by selecting the default delivery location on your Pharmacy Registration form as the Einstein COM (Einstein Pharmacy). You can call 718-920-4934 to request that a prescription be sent to the Einstein Pharmacy. **Prescriptions will not be sent before any required copayment is made.**

How do I pay for my prescriptions?

Payments can be made on the pharmacy's website [www.montefiore.org/montefiorepharmacy](http://www.montefiore.org/montefiorepharmacy), by clicking on Payments and registering a credit card to be put on file. You can also use your Wageworks flexible spending card to make a payment as well. If a co-payment is required, you must pay the co-pay in advance before your prescription can be sent to the Einstein Pharmacy. Payments for deliveries must be received by 11:30 am in order to have same day delivery if the prescription is ready for delivery.

When will I get my prescription?
Prescriptions are delivered to the Einstein Pharmacy once a day. In order to make the delivery time, prescription requests (including faxes) must be made before 12:00. Requests made after 12:00 will be sent the next business day. Prescriptions should be available for pickup at the Einstein Pharmacy at 3:00 p.m.

**When can get my prescription from the Einstein Pharmacy?**
Prescriptions may be picked up during the Einstein Outpatient Pharmacy's regular operating hours which are Monday-Friday (8:00-4:30). The pharmacy is closed on weekends and hospital holidays.

**I followed all of the directions, but my prescription wasn’t sent to the Einstein Pharmacy; what happened?**
There are a variety of reasons that a prescription wasn’t sent. Some of them are that the medication could be out of stock, the prescription might need clarification by the prescriber or it might require prior authorization. In any of these instances, a pharmacy staff member will try to contact you to explain why the prescription wasn’t sent.

*If the pharmacy is still waiting for payment, your prescription will be held until payment is received; the pharmacy will not call to request payment.*

**Can I pick up my prescription at the Montefiore Outpatient Pharmacy on the Moses Campus?**
Yes, the pharmacy is open Monday-Friday (7:00-5:45). The street address is 3444 Kossuth Ave, Bronx NY, 10467. Please note that street parking is extremely limited. The wait time for prescription pick up is approximately 3 hours.

**How can I contact the pharmacy?**
The Montefiore Outpatient Pharmacy can be reached at:
- Telephone 718-920-4934
- Fax 718-652-0733
- Email montefiorepharmacy@montefiore.org

The Einstein Outpatient Pharmacy can be reached at:
- Telephone 718-904-3039

**Please remember that prescriptions will not be filled/prepared at the Einstein Pharmacy. The Einstein Pharmacy is only a pick up location for prescriptions that are filled at the Montefiore Outpatient Pharmacy on the Moses Campus.**