

UnityPoint Health Employee Prescription Delivery Service

Delivery Location:

Waterloo Region Clinics and Home Care

Pickup Location:

Prescription medications may be picked up at the front reception desk.

Delivery Times:

Prescription medications will be delivered to your location Monday through Friday.

Order Deadline:

Refills and new prescriptions must be requested by 4 PM the day before the scheduled delivery to your location. If you need refills, please allow more time to hear back from your provider. For auto-refills, the delivery date will be based on your selected prescription auto-refill date.

Benefits of the delivery program:

Convenience: prescriptions are delivered directly to your work location!

Reduce Costs: Filling prescriptions with our UnityPoint Health outpatient pharmacies keeps care within the system to reduce costs for the employee and plan.

High Quality of Care: UnityPoint Outpatient Pharmacists review all prescription orders for accuracy, safety, and drug interactions. Pharmacy staff are available anytime from during the hours below to help with medication-related questions.

Pharmacy Contact Information

Allen Clinic Pharmacy

146 W Dale St., Ste 103

Waterloo, IA 50703

Phone: 319-235-3777

Fax: 319-235-3134

Weekday Hours: 8:30 AM - 5:30 PM

Weekend Hours: 9:00 AM – 1:00 PM

Prairie Parkway Pharmacy

5100 Prairie Parkway, Ste 106

Cedar Falls, IA 50613

Phone: 319- 222-2906

Fax: 319- 222-2906

Hours: 8:00 AM - 8:00 PM Everyday

How much does delivery cost?

Delivery is free, you only need to pay for your prescription medications.

pharmacy.unitypoint.org



UnityPoint Health

What if I have questions about my order?

Please contact your pharmacy if you have any questions related to the medications, billing, or contents of your order.

What if I don't get the prescription medication(s) I'm expecting?

Please call the pharmacy. We want to do everything we can to resolve the issue and provide a positive care experience. Some prescriptions may take extra time to process due to insurance issues or no remaining refills.

Can prescription medications for other household members be delivered?

Yes, we can deliver prescription medications for any dependent or household member to employees at work.

Can refrigerated medications be delivered?

Yes, we can deliver refrigerated medications, pending your location's ability to provide refrigerated storage. The pharmacy wants to maintain the refrigeration of these products throughout the delivery process. Call the pharmacy to talk with pharmacy staff to ensure this capability exists for your location.

How do I pay my copay on prescription medications?

Payment must be collected for the prescription medication before it is sent out for delivery. Payment options include payroll deduct, Health Spending Account (HSA), Flex Spending Account (FSA), or other credit cards. Card information may be stored securely using a method that meets Payment Card Industry (PCI) Data Security Standards. Please contact the pharmacy if you would like this set up. Otherwise pharmacy staff will contact you before the delivery is sent out to collect payment.

For payroll deduction, the total amount due will be automatically deducted from your paycheck (post tax) in the pay period in which the prescription is picked up or delivered. The date of charge cannot be moved to another paycheck period. If you are using payroll deduct for the cafeteria, the pharmacy charge will appear as a separate line item.

How am I notified that a prescription has been delivered?

Notifications are sent automatically through MyUnityPoint when your prescription is ready. The prescription will be sent on the next available delivery day. The authorized agent at your designated pick up location may provide additional notifications when the prescription deliveries are made as a courtesy, but it is not required of them as an authorized agent.

The pharmacy will call you prior to filling your prescription to confirm a refill is needed at that time or prior to delivery to provide consultation for new prescriptions.



Will I be counseled by a Pharmacist on new prescriptions?

Yes, a pharmacist will contact you to provide counseling on all new medications before the prescription is sent out for delivery. You can also contact the pharmacy with questions anytime during business hours.

What happens if I forget to pick up my prescription during designated delivery period?

If you do not pick up your prescription within 7 days of delivery, it will be returned to the pharmacy. Please call the pharmacy when you are ready for the prescription so it can be reprocessed and sent with the next delivery.

Can I order over-the-counter (OTC) items for delivery?

Yes, we can deliver over-the-counter items available in our inventory as long as we have at least one prescription medication being delivered to the same location on the same day. Call the pharmacy to ensure we have the over-the-counter item you need and have a delivery headed your way.

Can prescriptions be delivered to a UnityPoint Health location that is different than my normal work location?

Yes, prescriptions can be delivered to another site if your workplace does not offer the delivery service or another location would be more convenient. Please contact the pharmacy to let us know which location would work the best.

How do you ensure my information kept confidential and secure during the delivery process?

The UnityPoint Health pharmacies adhere to the same HIPAA guidelines as all UnityPoint Health staff. To ensure your information is kept confidential, all paperwork and prescription medications are sealed inside an opaque bag before they leave the pharmacy. The outside label contains only the patient's name, employee's name & number (if different), and the delivery location. Prescriptions are transported to the pickup location in sealed containers.

Do I have to sign for my prescription when it gets delivered?

When you pick up your prescription, you must sign and date the form included in your bag and return it to the pharmacy for storage. Follow the process for your delivery location or call the pharmacy for additional instructions.

What is Auto Refill and how does it work?

Auto Refill is a feature that triggers the filling of your prescriptions when they are due. Just let the pharmacy know you would like this service and we will take care of managing your refills! We will give you a call prior to delivery to ensure that you want the medications and are expecting the delivery. We can also contact the prescriber for you if the prescription is out of refills. You can enroll in MyUnityPoint to receive notifications when prescription refills are ready to pick up. Please contact the pharmacy if you are out of your medication and have not received a notification or if you would like to change the fill date.

There are some medications that cannot be auto-filled: medications with “as needed” in the directions, diabetic supplies, insulin that is prescribed based on carb ratio or sliding scale, topical medications, and warfarin. Patients will need to request these medications when they are needed.

I am not on the UnityPoint Health Insurance Plan, can I still use our Pharmacy?

Yes, you can use our pharmacies even if you are not on the UnityPoint Health Insurance Plan. The UnityPoint retail pharmacies accept many major insurance plans. If there is an issue with insurance or questions on copay, pharmacy staff can assist with these questions prior to delivery.