

MEDICAP **URBANDALE**

24/7 KIOSK

What do I need to do to sign up?

You can sign up online by visiting MyMedicapPharmacy.com/UrbanDale or by scanning the QR code on our in-store material. You can also sign up with our in-store form to be eligible to use the kiosk the next time you fill prescriptions.

Can I pick up my prescription as soon as the doctor calls it in?

No, we do not guarantee same day service through the kiosk. Your prescription will be available the following day for pick-up at the kiosk. You are welcome to pick up acute/urgent medications in-store.

How do I pay for my prescription?

You will need to register with Nimble, our online credit card payment portal. All prescriptions placed in the kiosk must be paid for before placed in the kiosk. Once your first prescription is filled, you will receive a text message from Nimble to make your payment. You will have the option to add your credit card information each time you fill a prescription or to save your credit card within the Nimble payment portal.

How do I know my prescription is ready?

You will receive a text message with a personalized PIN when your medication is loaded into the kiosk. The PIN will be different for each pick-up.

What are the hours that can I pick up my prescription?

You can pick up your medication anytime! The kiosk is accessible 24 hours a day, 7 days a week.

How long do I have to pick up my prescription once it's in the kiosk?

Once the prescription is placed in kiosk, you have 5 days to pick up the order. After that, the prescription will be reversed from your credit card and available to pick up in-store for an additional 5 days before being reversed completely.

Are there restrictions to what types of prescriptions that I can pick up through the kiosk?

Yes. We cannot put the following types of medications into the kiosk: controlled substances, refrigerated medications, reconstitutable items.

What if I get a new medication and need the pharmacist to tell me about it?

Before any new or changed medication can be placed in the kiosk, a member from the pharmacy staff will call to offer counseling.

What do I do if I have issues retrieving my prescription(s) after hours?

Please **call 515-276-3471** or **send a text to 515-384-9391**. We will reach out to you as soon as we open the next business day.

What if I don't get a text that my prescription is ready?

Call the pharmacy and have them resend the message as well as confirm your phone number. If that doesn't work, text the message **OPT IN** to **515-219-8200**.