

MEDICAP NORWALK

# 24/7 KIOSK FAQ

## **What do I need to do to sign up?**

You can sign up online by visiting [MyMedicapPharmacy.com/Norwalk](https://MyMedicapPharmacy.com/Norwalk) 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 have a credit card on file. All prescriptions placed in the kiosk must be paid for before placed in the kiosk.

## **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 515-285-2026** or **send a text to 515-854-8316**. 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**.