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Convenience and Care: Salinas Valley Health Retail Pharmacy



Jasmine Ho, PharmD
Outpatient Pharmacy

Managing prescriptions can sometimes feel like an added stress after a doctor's visit or medical center stay. To make the process easier for patients and the community, Salinas Valley Health opened its Retail Pharmacy in August 2022. Designed as a one-stop destination, the pharmacy combines convenience, accessibility, and expert support at the medical center.

Why the Retail Pharmacy Was Opened

The Retail Pharmacy was established to give patients a seamless healthcare experience by allowing them to see their provider and fill prescriptions in one visit. "Our goal is to offer accessible high-quality pharmacy services to both our patients and the community," states Jasmine Ho, PharmD, BCPS, Outpatient Pharmacy Services Manager.

The pharmacy is open to everyone and operates seven days a week: Monday through Sundays from 8:30am-9:30pm.

Location and Easy Access

Conveniently located on the first floor of the Downing Resource Center parking garage, the pharmacy can be found inside the gift shop next to Starbucks. Patients also benefit from free valet parking. "You can let the valet attendants know you are picking up your medications at the Retail Pharmacy and they can assist you," Dr. Ho notes.

Benefits for Patients

The pharmacy offers several advantages beyond location. These include quick prescription fulfillment, personalized support from licensed pharmacists, and direct communication with Salinas Valley Health providers. This coordination makes it easier to address prescription issues quickly and efficiently.

Patients can also use the RX Local app to refill prescriptions and communicate directly with the pharmacy team. For added convenience, prescription preferences can be updated through the MyChart app. Once Salinas Valley Health Retail Pharmacy is selected as the preferred pharmacy, providers can send prescriptions and refills automatically.

Meds-to-Beds Program

One of the most innovative services offered is the Meds-to-Beds program. Through this program, pharmacy staff deliver prescriptions directly to a patient's bedside before they leave the medical center.

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"This ensures the patient is discharged with their new medications that the doctor prescribed," shares Dr. Ho.

By resolving any medication concerns with physicians before discharge, the program improves continuity of care and reduces delays in starting treatment. Dr. Ho emphasizes the difference it makes: "Without this program, I would actually be discharged and left waiting in a long line at an outside pharmacy for my prescriptions when I should be at home resting and recovering."

A Commitment to Patient Care

For Dr. Ho, working in the Retail Pharmacy is about more than filling prescriptions—it is about making an impact. "I feel like as a pharmacist in our retail setting, we are the first healthcare provider that the patients look for," she shares. "Because of that, we are able to offer guidance and expertise before they even get to see their pharmacy care provider. I really do make a difference at the end of the day when I see my patients and help them with their medication issues or their healthcare issues."

How to Get Started

Patients interested in transferring prescriptions can call (831) 759-3277 or email retailpharmacy@SalinasValleyHealth.com. Providing basic information such as name, date of birth, and current pharmacy details allows the team to handle the transfer process smoothly. To ensure accessibility, the pharmacy accepts a wide range of insurance plans. These include Medicaid, Medicare Part D, Anthem Blue Cross, Express Scripts, Caremark, Western Growers, Aspire Health, and more.

Whether through everyday refills, medical center-to-home transitions, or expert support from pharmacists, Salinas Valley Health Retail Pharmacy is designed to make medication management easier and more connected to the overall care experience.

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