Salinas Valley HEALTH

Scan QR Code to download our Welcome Packet

Dear Patient,

Welcome to Salinas Valley Health Retail Pharmacy – Specialty Pharmacy Services!
We are excited for the opportunity to serve you and your specialty medication needs.
Here at our pharmacy, we strive to deliver high-quality and convenient medication services.

Our Specialty pharmacy service has highly trained, courteous staff who will work with you, your doctor, and your insurance provider to deliver quality specialty medication services. We are available 24 hours, 7 days a week to answer your specialty medication questions.

Through this service, the Specialty Pharmacy team will:

- Work with you and your health care team to make sure your medicine is safe and effective
- Teach you how to take your medicine the right way – how much and how often
- Let you know what drugs and foods to stay away from
- Help you manage or avoid possible side effects
- Train you on how to use injectable medicine (shots)
- Help you prevent missed doses
- Explain which lab results show your medicine is working
- Connect you with community and health care resources

New Prescriptions

Before starting your specialty medication, you will be contacted by our Specialty Pharmacy Team, who will provide medication education and counseling, assist with insurance and financial assistance programs, and monitor your specific health condition.

Your doctor can send prescriptions directly to our pharmacy electronically, fax the prescription to **831-208-6244**, or call us at **831-759-3277** (direct retail pharmacy line). We can also transfer your prescriptions from your current pharmacy. Providing expert medication management to safely and effectively support patients.

Payment Options

We accept all major credit cards, Health Savings Account cards, and Flexible Spending Account cards. For future orders, we can place your card on file using a highly sophisticated encryption system to keep your financial information safe.

Refills

You will receive a call from our Specialty Pharmacy Team a week prior to your scheduled refill date to go over any missed doses or possible side effects. Refills can be ordered automatically by enrolling in our auto-refill program, or by calling us at **831-759-3277** (direct retail pharmacy line). If there are any changes to your address or credit card information, or to confirm copayment amount, please call us.

Thank you again for allowing Salinas Valley Health Retail Pharmacy – Specialty Pharmacy Services the opportunity to meet your pharmacy needs. Providing expert medication management to safely and effectively support patients. For additional information regarding our services, please contact us at **831-257-4909**.

Sincerely,

Salinas Valley Health Retail Pharmacy – Specialty Pharmacy Staff

Direct Pharmacy Specialty Pharmacy Line: **831-257-4909**

Direct Retail Pharmacy Line (for refills): **831-759-3277**

Retail Pharmacy Fax: **831-208-6244**