



FAQ for Clients/Social Service Providers

1. What do I need to bring to the St. Vincent de Paul Charitable Pharmacy to get enrolled? Please bring proof of residence, verification of income and expenses for all household members, and original or faxed prescriptions.
2. Where is the SVDP Charitable Pharmacy located? The pharmacy is located at 1125 Bank Street, in the SVDP headquarters in the West End, conveniently located off of I-75.
3. What days/hours are you open? The Pharmacy is open Mondays and Thursdays, 8:00 a.m. to 4:30 p.m., on a first-come first-serve basis. Because of the time and care devoted to each individual, applicants should be prepared to wait.
4. What is the geographic area served by the pharmacy? The new Charitable Pharmacy will serve clients from Hamilton, Butler, Warren and Clermont counties.
5. Does the pharmacy carry all medications that might be ordered by my doctor? The pharmacy has a comprehensive number of generic drugs and physician samples; however, it will not have all medications available in a retail store. If the pharmacy cannot fill a prescription, we do have access to drug manufacturer assistance programs that can sometimes be utilized to obtain medication free of charge. We can also assist in identifying alternative medications that are more readily available.
6. What if I don't have my original prescriptions? If you do not have an original prescription, you may ask your doctor to fax the prescription directly to the pharmacy. The pharmacy fax number is 513-345-1779.
7. If I qualify for prescription assistance, how long am I eligible to receive prescriptions? Patients may be qualified to receive medication for up to six months before they must be re-qualified.
8. Are there limits to the amount of medication given? Up to a 30-day supply of medication can be given per visit. If there are refills on the original prescription, they can be dispensed every 30 days until the number of refills or certification period expires.
9. Can a pharmacist review my prescriptions and make sure they all make sense and will work in combination? A pharmacist is available to counsel and assist patients with any problems associated with drug therapy, including continued availability and adverse effects. To assist in this process, it is helpful to bring a printout of all medication you are currently taking.