



# HEALTH & WELLNESS



## PRESCRIPTIONS BY MAIL



# Welcome

## to Costco Pharmacy Prescriptions by Mail

At Costco Pharmacy, we are committed to providing you with a convenient, cost-effective way of receiving your prescription medications.

Costco Pharmacy Prescriptions by Mail allows you to order prescription medications for most ongoing medical conditions. Pharmacy users now have the convenience and privacy of ordering from home.

Prescriptions and medication refills can be ordered at [costcopharmacy.ca](https://costcopharmacy.ca) 24 hours a day. Your orders will be delivered to your home or other shipping address via Canada Post Expedited Parcel™. Shipping is FREE and you will receive your prescriptions in 3 to 5 business days.

We look forward to assisting you with your medication and health care needs.



Lawrence Varga  
**General Merchandising Manager  
of Pharmacy Operations and OTC**  
Costco Pharmacy

# We cater to you

## Introducing Costco Pharmacy Prescriptions by Mail\*

Services offered on [costcopharmacy.ca](https://costcopharmacy.ca) include:

- Prescriptions delivered right to your door
- Health and wellness items available online at [costco.ca](https://costco.ca) for home delivery
- Costco Pharmacy locations nearest you
- Quick and easy access to information about your medications and conditions
- Health and wellness clinics, at no charge to you, at a Costco near you

To transfer, refill or submit a new prescription, visit [costcopharmacy.ca](https://costcopharmacy.ca) and follow these simple online instructions:

### 1. CREATE an account

- ☐ Visit [costcopharmacy.ca](https://costcopharmacy.ca) and click on **Register Now** in the *Prescriptions by Mail* section.
- ☐ If you are a returning patient, log in under the *Already Registered* box.

### 2. ORDER a prescription

- ☐ **Fill/Refill:** Enter up to six (6) prescription numbers in the field(s).
- ☐ **Transfer:** Enter the pharmacy information where you currently have your prescription even if it's at another Costco Pharmacy. Give us the prescription number(s) and we will transfer your prescription(s) on your behalf.
- ☐ **New:** For a new prescription, you or your doctor's office must send in your written prescription by mail or fax. Faxes must be sent from the office of the prescribing doctor. You cannot send a fax for a prescription from your home or workplace.

### 3. VERIFY your prescription order

- ☐ Verify that the order is correct.
- ☐ If you need to make changes to your order, billing address, shipping address or credit card information, update your changes in your account.
- ☐ If the information in your order is correct, select **Complete Prescription Request**.

### 4. TRACK your order

- ☐ Once the order is processed and payment is confirmed, we will ship your order via Canada Post.
- ☐ You will receive an email from Canada Post that allows you to track your delivery.
- ☐ Since a signature is required for your prescriptions to be delivered, if you're not home at the time of delivery, your parcel will be carded and left at your nearest postal office for pick-up.

\* Delivery is available in all of Canada, except in the provinces of Quebec, PEI and in the territories. Pharmacies in Costco's Quebec locations are independently owned and operated by pharmacists.

# How to contact us

We're here to serve you!

## Phone, fax or mail prescription(s) to:

### Alberta

7259 Winterburn Road NW  
Edmonton, AB T5T 4K2  
Phone: **780-341-2801**  
Fax: **780-341-2802**

### British Columbia

7435 Nelson Road, Unit 103  
Richmond, BC V6W 1G3  
Phone: **778-732-1455**  
Fax: **778-732-1460**

### Manitoba

1315 St. James Street  
Winnipeg, MB R3H 0K9  
Phone: **204-788-4561**  
Fax: **204-774-0172**

### New Brunswick

25 Wayne Squibb Boulevard  
Fredericton, NB E3C 0A4  
Phone: **506-460-4101**  
Fax: **506-460-4102**

### Newfoundland and Labrador

75 Danny Drive  
St. John's, NL A1H 0N4  
Phone: **709-701-8939**  
Fax: **709-701-8930**

### Nova Scotia

137 Countryview Drive  
Dartmouth, NS B3B 0E7  
Phone: **902-481-7644**  
Fax: **902-481-7641**

### Ontario

7622 Keele Street, 1st Floor Unit 2  
Concord, ON L4K 2R5  
Phone: **855-622-5656**  
Fax: **855-532-7015**

### Saskatchewan

115 Marquis Drive  
Saskatoon, SK S7K 3J7  
Phone: **306-956-1390**  
Fax: **306-956-1394**

## In all provinces except British Columbia and Ontario:

Monday to Friday..... 10 a.m. to 8:30 p.m.  
Saturday..... 9:30 a.m. to 6 p.m.  
Sunday..... 10 a.m. to 5 p.m.

## British Columbia and Ontario:

Monday to Friday..... 9 a.m. to 9 p.m.  
Sunday..... 9 a.m. to 5 p.m.

Hours of operation are subject to change.

# Pharmacy Services available at Costco

## Fostering good health and wellness

Consulting with your Costco pharmacist is a simple way to stay healthy. Our dedicated pharmacists are happy to answer your health questions while filling your prescriptions. Costco Pharmacy's philosophy of caring and focus on value means that you will always receive a level of care and attention above and beyond the ordinary.

### Computerized patient profiles

Costco Pharmacy keeps electronic records of all your prescriptions. Your medication record will be automatically updated every time you fill a new prescription or refill an existing one.

### Drug interaction/allergy checking

Medications can affect or be affected by others you are taking, potentially putting you at risk. We check to make sure that your medications filled at Costco Pharmacy are compatible.

### Interactive Voice Response (IVR) system

We offer an IVR system that allows you to order prescription refills over the phone 24 hours a day and pick them up at your convenience.

### Late refill checking

We keep track of refills that are picked up late and help you understand what this means for your health.

### Private counselling room

Each Costco Pharmacy is outfitted with a private counselling area that allows you the freedom to discuss personal health information with your pharmacist.

### Health brochures

We provide a wide selection of printed information on health and wellness.

### Quality products

Costco offers great value when it comes to medications and other health care products, including our HealthBalance® line of quality vitamins and herbal supplements and our popular Kirkland Signature™ products.

### Medication review

Costco pharmacists are highly trained health care professionals and are available for private consultations to answer questions about your health and medications.

### Medication management

Your Costco pharmacist may adjust your medications and dosages by adapting your doctor's prescription to make sure that it meets your needs.

### Adult immunizations

Your Costco pharmacist may be allowed to administer vaccines after filling your prescription so you can avoid a wait at the doctor's office.

### Health and wellness programs

We offer comprehensive disease state management programs for patients with diabetes and cardiovascular risk factors.