Frequently asked questions

Can my prescription be put on my hospital bill?
Prescriptions filled upon discharge cannot be added to your bill.

Do you accept my prescription insurance plan?
We accept a majority of prescription insurance plans and directly bill your plan. You are responsible for any co-payment required by your insurance carrier.

How do I let you know I’d like my discharge prescriptions filled here?
Let your nurse or doctor know and they will notify the pharmacy.

What if I have refills?
You can refill your prescription at any of our retail pharmacies:

- **Mercy East Pharmacy**
  3524 E. Milwaukee St., Janesville, WI 53546
  (608) 754-5194

- **Mercy Mall Pharmacy**
  1010 N. Washington St., Janesville, WI 53548
  (608) 754-0286

- **Mercy Milton Pharmacy**
  725 S. Janesville St., Milton, WI 53563
  (608) 868-6777

- **Mercy Walworth Pharmacy**
  N2950 State Rd. 67, Lake Geneva, WI 53147
  (262) 245-2319

- **Mercy West Pharmacy**
  1000 Mineral Point Ave., Janesville, WI 53548
  (608) 741-6980

- **Mercy Woodstock Pharmacy**
  2000 Lake Ave., Woodstock, IL 60098
  (815) 337-416

**Why should I get my prescriptions at Mercy retail pharmacies?**
For your convenience and continuity of care, we recommend our pharmacies. It is safest to have all your medication records at one location so everything is listed for the pharmacist’s review. Our Mercy pharmacies are connected and share their data, so you can easily and safely fill prescriptions at any of them.

**Your safety**
Medication safety is our priority. If you have questions about your medications, please call a pharmacist at:

- **Mercy West Pharmacy**
  (608) 741-6980
  Everyday, 8:30 am-5:30 pm
  (closed on holidays)

- **Mercy Walworth Pharmacy**
  (262) 245-2319
  Monday-Friday, 8 am-6 pm
  Saturday, 9 am-1 pm
Need medicine to take home?
We can have your prescriptions ready to be picked up, or delivered to your bedside.

Just fill out the form inserted in this brochure. Our retail pharmacy will then fill your prescription, and have it ready to be picked up or delivered to your bedside before you leave.

Convenient delivery
Pharmacy staff will have your prescription ready to be picked up at our on-site pharmacy or deliver your prescription to your bedside before you leave the hospital.

For your convenience
• No pharmacy stop on your way home.
• We work with your doctor for insurance issues (for example, prior authorization or formulary limitations).
• You can start your medications right away.
• Our inpatient and retail pharmacists work side-by-side to coordinate your discharge medication needs.
• Our pharmacists will answer your questions about your discharge medications.

While you are in the hospital
• Tell your care manager, doctor or nurse you would like to use our Discharge Prescription Program.
• Complete the Your Information inserted in this brochure.
• Have your prescription insurance card.
• Have your co-pay available; we accept cash, check, credit or debit cards, or flex spending cards.

Payment
Your co-payment will be collected at the time of prescription pick-up or delivery. We accept cash, check, credit or debit cards, or flex spending cards.
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