



24/7 Emergency Service with On Call, LLC

South Valley Pharmacy Services is contracted with On Call, LLC to provide after hours on-call service to our pharmacy. On Call, LLC will call in a 4 days' emergency supply to a pharmacy that we choose in your area. For non-emergency calls to On Call, LLC, there will be a fee of \$35 charge to the facility. Below is the instruction on how to use the service:

1. Contact On Call, LLC at **(866) 336-6348 or (317) 375-7734**
2. Before calling, you will need the following information:
 - a. Patient Name
 - b. Date of Birth
 - c. Address
 - d. Allerg(ies)
 - e. Rx Number
 - f. Name of Medication
 - g. If it is a new medication, you will be asked to fax a copy of the prescription to On Call, LLC. The representative (Pharmacy Technician) on the phone will let you know when to fax it and what number to fax it to.
 - h. Name of the prescribing doctor and phone number
3. Steps 5 and 6; you do not have to do anything. At this time, you will be off the phone and they will process the information you gave them.
4. On Call, LLC will go onto our pharmacy software to check if there are any refill(s), allerg(ies), and drug therapy (for new prescription).
5. If there is no refill, the representative will call the doctor office to get a refill.

Please be aware On Call, LLC CAN NOT fill CII scripts.

- If a client receives a CII script after hours please bring the hard copy to the nearest pharmacy of your choosing to be filled, or wait until the following business day to be filled by our pharmacy.

Please feel free to contact our pharmacy at (408) 847-6160 if you have any questions on using the On Call, LLC service.