

FAQ

Why should I choose CDM Drugs over other pharmacies in my area?

CDM Drugs offers personalized one-on-one service for patients, which is hard to find in traditional retail pharmacy settings like large chain drug stores. This allows for our pharmacy staff to work closely with both you and your physicians to coordinate your health care, increase patient safety, and improve the success of your medication therapy.

Why do I have to use a specialty pharmacy?

CDM Drugs offers extra services that patients maintained on specialty drugs may need, like patient education, medication adherence programs, and 24/7 clinical support. Some specialty medications cannot be obtained through a regular pharmacy, due to either their cost or special handling or storage requirements.

How easy is it to order a refill?

CDM Drugs offers a variety of convenient ways to order your refills. They can easily be requested online using the "Refill Prescriptions" link, or by phone using our automated system. You can also send an email to info@cdmdrugs.com or just call the pharmacy directly and any of our pharmacy staff members can assist you. We also offer an automatic refill program and a medication synchronization program, which allows us to coordinate your refills for you, to be picked up in one monthly trip to the pharmacy.

How long does it take to fill my prescriptions?

Most prescriptions can be filled within one business day. The pharmacy is closed on Sundays. There are a few reasons why your order may be delayed, however, you will be routinely updated by a pharmacy staff member on your order status during every step of the production process. We will work with you and your doctors to make sure you get your medication on time and when you need it.

How can I receive my prescriptions?

Prescriptions can be picked up at the pharmacy during our normal business hours. We also offer both same day and scheduled deliveries. Prescriptions are personally delivered by a pharmacy staff member. Our general delivery area is within 10 miles of our pharmacy. We may also be able to ship your medication via UPS if you are outside of the delivery area. Please contact us directly to set up a delivery or for details about shipping and the associated fees.

What if I have questions about my prescription?

CDM Drugs is open Monday through Friday from 9:30a to 6p and Saturday from 9:30a to 4p. A friendly pharmacy staff member is always available during our normal business hours to answer your questions either in person or by phone. You can also send us an email to info@cdmdrugs.com or use the "Contact" link on our website. Email inquiries will be responded to within 24 hours.

We are also available 24/7 to answer your urgent and emergent calls and answer any clinical questions you may have. Simply call us at (949) 644-7575 to be connected with our pharmacist on call. After-hours calls are responded to within 30 minutes.

What if you don't have my medication in stock?

Most medications can be ordered and received within one business day. If there is a problem with the shipment or delivery of your medication, updates on your order status will be communicated to you promptly. If you need the medication the same day, our pharmacy team will help you find a pharmacy nearby who can fulfill the order and we will facilitate the transfer. If we cannot locate an accessible pharmacy that has the medication, we will work with your doctor to change your prescription to an available medication that will meet your therapeutic needs.

What happens if my insurance does not pay for my medication?

Our pharmacy teams works closely with physician offices to make sure that the medications they prescribe are covered by the patient's insurance. If there is a billing issue, we will contact both you and your doctor. Sometimes, insurance companies require a prior authorization for medications they may only cover under specific medical conditions. We do our best to streamline this process for physicians to get your medication authorized as quickly as possible. If you choose, you may also pay out of pocket for your medications and in certain situations we may be able to retroactively bill your insurance and issue you a refund.

What happens if I don't have insurance or I cannot afford my co-payment?

CDM Drugs offers competitive out-of-pocket prices on our prescriptions. You may contact the pharmacy directly to obtain the cash price on any prescription drug. We accept all major credit cards. All services must be paid for at the time they are received. All costs charged will be in writing and a detailed receipt will be provided to you.

You may also qualify for financial help. We will assist you in finding out if there are financial assistance programs or coupons available from the drug manufacturer, or through foundations related to your condition.

How do I access my medications if I am traveling or during an emergency/disaster?

We can work with you to prepare an adequate supply of your medication prior to your departure date. Use the "Contact" link to send us your travel itinerary and the medications you need for your trip. We will also obtain the necessary overrides from your insurance company if you need your refills before they are due or if you will need medication for an extended period beyond what your insurance normally pays for. If you are traveling within the US, we can also assist you in finding a pharmacy near your travel destination that we may transfer your prescriptions to.

During emergency conditions, our pharmacy will follow California State Board of Pharmacy guidelines and protocols to enable patients to obtain medications needed to prevent loss of life, intense suffering, or interruption in therapy. If you are unable to produce a prescription document due to an emergency or disaster, we will use our professional judgement on whether to provide a reasonable quantity of medications. Depending on the situation, we may refer you to an urgent care center for evaluation or to the local county emergency medical services center.

How do I dispose of my unused medication?

Information regarding how to dispose of unused medication can be found on the FDA's website: <https://www.fda.gov/consumers/consumer-updates/where-and-how-dispose-unused-medicines>

Information regarding how to dispose of Sharps containers, needles, and syringes can be found at <https://safeneedledisposal.org/>.

How do I report a concern or error?

Patient safety is our main priority at CDM Drugs. We take proactive measures to prevent error and promote best practices. If you suspect that an error was made with your prescription, please contact the pharmacy directly as soon as possible and you will be connected with a pharmacist who will promptly investigate the issue. You may also use the “Contact” link on our website to report any concerns or complaints. All complaints are investigated and responded to within 5 business days.