



Frequently Asked Questions Regarding Prescription Services for St. Luke's Employees

St. Luke's Pharmacy is pleased to provide comprehensive, convenient, and confidential filling of prescription medications for you and your family. Through our personalized service, our pharmacy staff will make sure you know exactly what medications you are going to be taking, any potential side effects, as well as when and how to take your medications.

Why should I get my prescriptions filled through St. Luke's Pharmacy?

You'll get quick, convenient and personalized service from our experienced pharmacy staff. Our pharmacy staff will counsel you on your medications and discuss any side effects and potential drug interactions. All major insurance plans are accepted and costs are competitive.

What if I need a new prescription filled or a prescription refilled?

New prescriptions can be dropped off at the pharmacy, called into the pharmacy by your physician, or sent directly by your physician to St. Luke's Pharmacy via fax or E-scribe. When the retail pharmacy is closed, employees may drop off their prescriptions and refills (along with your contact information and demographic information) at the 3rd floor hospital pharmacy. Prescription refills can be called into St. Luke's pharmacy when needed. You are also welcome to pick them up at the retail pharmacy, which is open Monday through Friday from 8 a.m. to 5:30 p.m. and Saturday from 9 a.m. to 12 p.m.

How do I get my prescriptions transferred to St. Luke's Pharmacy (prescription was originally filled at another pharmacy)?

If you would like to transfer any or all of your prescriptions to St. Luke's Pharmacy, we are happy to call your existing pharmacy and take care of it for you. We will need your name, medication and prescription number if available.

I work night shift, how will I obtain my prescriptions?

For the convenience of our evening and night shift employees, prescriptions may be picked up at our 3rd floor hospital pharmacy. This will need to be pre-arranged and pre-paid by calling our retail pharmacy staff at 314-205-6023. Please note that only prescriptions that are pre-arranged to be picked up that evening will be available at our hospital pharmacy.

St. Luke's Pharmacy also offers mail service for a fee. Simply call us and tell us you would like your new prescription(s) and refills mailed to you. Payment must be completed prior to mailing. You are also welcome to pick them up at the retail pharmacy, which is open Monday through Friday from 8 a.m. to 5:30 p.m. and Saturday from 9 a.m. to 12 p.m.

I work off site, how will I obtain my prescriptions?

St. Luke's Pharmacy offers mail service for a fee. Simply call us and tell us you would like your new prescription(s) and refills mailed to you. Payment must be completed prior to mailing. You are also welcome to pick them up at the retail pharmacy, which is open Monday through Friday from 8 a.m. to 5:30 p.m. and Saturday from 9 a.m. to 12 p.m. Delivery service to Des Peres Pharmacy is available for employees at Des Peres Hospital. Please call the retail pharmacy for more details.

My child is away at college, how will I obtain their prescriptions?

St. Luke's Pharmacy offers mail service for a fee. Simply call us and tell us you would like your new prescription(s) and refills mailed to you. Payment must be completed prior to mailing. You are also welcome to pick them up at the retail pharmacy, which is open Monday through Friday from 8 a.m. to 5:30 p.m. and Saturday from 9 a.m. to 12 p.m.

Will employees be able to use Payroll deduction at the Pharmacy?

Employee payroll deduction is available at the Retail pharmacy. In order to utilize this benefit you must have completed and returned to Human Resources- Request for Cashless System Payroll deduction form.

Employee Savings 90 day supply prescriptions.

90-day supply refills are available at St. Luke's at 2 times the normal monthly co-pay while at other pharmacies it will cost 2.5 times the normal monthly co-pay plus an additional amount based on drug category. Save both time and money by using your St. Luke's pharmacy!

Employee Savings -Prescription Refills.

Copays for Prescription refills at St. Luke's Pharmacy will cost less than using outside Retail Pharmacies. See benefit plans. Save both time and money by using your St. Luke's pharmacy!

What if I have a question for the pharmacist of a confidential nature?

If needed, the pharmacy has a separate room dedicated for consultation and education. We take privacy very seriously.

How can I be assured that my information will be kept confidential?

St. Luke's pharmacy is committed to keeping all health information private. All prescription information will be handled with the utmost confidentiality and professionalism.

I have more questions. Who should I contact?

We would be happy to answer any questions you might have. Please call Amy Cohron directly at the St. Luke's location.

Where is the Pharmacy located and what are their hours?

St. Luke's Pharmacy is conveniently located at:

St. Luke's Pharmacy
224 S. Woods Mill Rd. Suite 350
Chesterfield, MO 63017
Monday through Friday
8 a.m. to 5:30 p.m.
Saturday
9 a.m. to 12 p.m.
314-205-6023
314-205-6496 (fax)