

## FREQUENTLY ASKED QUESTIONS

### **What does "NO insurance, NO copays" mean?**

We are a non-profit facility. Because our medications are donated to us, we offer them to you at no charge and with no copays. There is no cash in the pharmacy.

### **What does "NO controlled drugs" mean?**

California medication donation laws do not allow us to receive and dispense controlled drugs. These include pain medications like Norco, Vicodin, Percocet, Oxycontin, Codeine; anxiety medications like Ativan & Valium; ADHD medications like Adderall & Ritalin, etc.

### **Who are the donors of your medications?**

California's Good Samaritan Law, Health and Safety Code Section 150200, allows many types of eligible donors to Better Health Pharmacy. However, currently the majority of the medications are donated from licensed and in good standing skilled nursing facilities throughout California.

### **How do you guarantee the quality of the donated medications?**

Our pharmacy is licensed by the California Board of Pharmacy. All of our donating facilities are also licensed and pass our donor criteria. All donated medications are inspected once received by our pharmacy staff. Before dispensing, a pharmacist has to inspect the medication as well.

### **How do I qualify to receive medication from this free pharmacy?**

Anyone with a valid prescription, and provided we have the medication in stock, can receive medication from Better Health Pharmacy.

### **Why is my medicine sometimes not available at your pharmacy?**

Because our medications are all donated, their supply rates can vary. When donations of a certain medication become less frequent, we will run out of stock. We recommend our patients call ahead to check availability.

### **What happens when you do not have my medication in stock and I still have refills on my prescription?**

Our medication supplies are not guaranteed each time since we cannot predict what will be donated to us. In this case, we can have your prescription transferred to another pharmacy. Depending on your prescription coverage, you may be charged at the other pharmacy.

### **Can my prescription be transferred from my pharmacy to Better Health Pharmacy?**

Yes.

### **Where can I go to get more information?**

You can call the pharmacy at (408) 794-0564 or visit our website at [BetterHealthRx.org](http://BetterHealthRx.org)