

Pharmacy

Prescription and Delivery FAQs

When is Prescription Delivery available?

Prescriptions are delivered Monday through Friday between the hours of 8 a.m. and 4 p.m.

Who is delivering medications?

We have partnered with Presto Health to handle all medication deliveries.

Where can I have my prescription delivered?

Presto Health delivers to any home or business located in Lafayette Parish.

How much does Prescription Delivery cost?

The service is free.

How long will it take for my prescription to be delivered?

Our goal is to have all prescriptions delivered within four (4) hours or less.

What happens if my prescription is ordered outside of delivery hours?

When prescriptions are ordered after-hours, the patient will have the choice of transferring to a different pharmacy of their choice or having the prescription delivered the next business day.

How will I know if my medication has been tampered with during delivery?

Drivers will not be given any information about your medication and all items will be delivered in tamper-proof bags to ensure your safety and privacy.

What if my medication requires a low temperature?

All drivers will have access to portable coolers for medications that are temperature controlled.

Can I have a controlled substance delivered?

Controlled substances can be delivered to your home or business like a standard prescription. But, the patient or their legal guardian must be present and provide a valid I.D. and signature to receive the prescription.

How does the Ochsner Lafayette General Medical Center Pharmacy's pricing compare to other pharmacies?

We participate in multiple medical discount programs and accept most major insurance plans. Additionally, we strive to price match other pharmacies to ensure we are offering the best prices available.

How can I make sure that medications are sent to the pharmacy and delivered?

Prescriptions sent to the Ochsner Lafayette General Medical Center Pharmacy are sent in the same manner as your regular prescriptions. The pharmacy will contact all patients who wish to have medications delivered, confirm address, receive any co-payments and discuss any potential side effects with the patient. If there are any issues, the pharmacy will contact the ordering provider.

Can you transfer my prescriptions from my existing pharmacy?

Yes. With your consent, we will work with your existing pharmacy to transfer all of your prescriptions for you.

Is there an app for the Ochsner Lafayette General Pharmacy?

Yes! It can be found in the Apple App Store or in the Google Play Store under Ochsner LG Pharmacy. Once you have filled your first prescription with us, you can manage your prescriptions from the app.

Who should I contact with questions?

Please direct all delivery and medication-related questions to the Ochsner Lafayette General Medical Center Pharmacy at 337-289-8812 Monday - Friday, 8 a.m. to 6 p.m.