

Overwhelming start to pharmacy program

The Human Resources staff would like to thank the employees for their patience and understanding while waiting in long lines to fill prescriptions at the new County-City Pharmacy. The volume experienced at the Pharmacy was overwhelming and greatly exceeded our expectations. In the first 8 days the Pharmacy has been open a record number of prescriptions were filled.

The difficulties you may have encountered were unanticipated, and we have worked to remedy these situations. Please don't give up on the process!

Already additional pharmacists and technicians have been added to the existing pharmacy staff to help with the prescription demands, and it appears that many of the issues experienced during the opening days have been resolved. We anticipate that Fridays and Mondays, or the day after a holiday, will be the busiest days for the Pharmacy. We ask for your continued patience and support, and we will continue to work hard to improve the processes in order to provide the best service possible!

Conveniently located in the lower level of the County office building
at 27 E. Vermijo Avenue,
open 9:00 a.m. to 6:00 p.m.
closed for lunch from 1:30 p.m. to 2:30 p.m.

We have received some feedback regarding the time the Pharmacy is closed for lunch. The lunch time of 1:30 p.m. to 2:30 p.m. was selected because we thought employees would want to pick up their prescriptions while on their lunch time between 12:00 p.m. and 1:00 p.m. We would like your feedback on the lunch time closure hours. We also welcome any other suggestions. Please e-mail your ideas to esstaff@springsgov.com

We have just received word that Maxor has successfully contracted with King Soopers and also City Market to add them to the Preferred Pharmacy Network. So, City of Colorado Springs members are now able to obtain their prescriptions at one of these pharmacy chains for the network co-pays.

For more information visit www.maxor.com/epc.

(smaller map from last issue and possibly a graphic)