

PRICE QUOTE

FIRST STEP



1. VISIT PICARDDDESJARDINS.COM/EN

Click the "Price" tab

In Quebec, few people know that drug prices charged to patients covered by a private insurance plan can vary from one pharmacy to another. To make it completely transparent, we have created a tool enabling simplified access to our prices, even without you being our patient.



2. FILL IN ALL REQUESTED INFORMATION

Email, name of drugs, duration, etc.

Make sure you select the relevant drug in the drop-down list. Do not forget to (1) enter the appropriate quantity for 30 days of treatment, and (2) tick the box "I am not a robot" and the other consent boxes below the form. Finally, click "Send my Request" to process the information.



3. WAIT FOR THE CONFIRMATION EMAIL

Please check your junk mail folder!

Embedded in the email, you will receive a link to access your quote. Please note that the quote does not take into account your group insurance coverage!



4. SELECTION OF YOUR PHARMACY

Service first

Beyond economic considerations, it's very important to choose a pharmacy on the basis of the service provided, and the relationship between the patient and pharmacist. This relationship drives all of our actions.

Find the cost of your
medication(s) without registration!

REGISTRATION

SECOND STEP



1. VISIT PICARDDDESJARDINS.COM/EN

Click on the tab "Sign up"

Visit picarddesjardins.com/en and click on "Sign up" at the top of the screen to access the registration form. Complete the form and do not forget to tick the box "I am not a robot" and the consent box. Then click "Send".



2. FILL IN ALL REQUESTED INFORMATION

Email, name of drugs, duration, etc.

While waiting for a member of our team to validate your identity, you can complete the missing information in your registration by clicking on the link "Provide the missing information" at the bottom of the successful registration page.



3. TRANSFER YOUR PRESCRIPTIONS

We will handle it all for you. Sit back & relax!

Once you have registered, our pharmacists will contact your current pharmacy to recover your prescriptions. They can do the same for other members of your family! You have nothing to do at this stage.



4. ACCESS YOUR ONLINE FILE

Access your file anywhere

Our pharmacists will analyze your file and then give you access to your online file which will be available through our website. You can also access it on your tablet or smartphone.

Don't like computers?

Register with us over the phone!

514.903.7060 | 1.888.903.7061

REFILL THIRD STEP



1. HOW DO I REFILL MY PRESCRIPTIONS?

How it works

Five to seven days before refill time, you will receive an automatic reminder by email or SMS. Click on the link in the email or SMS or access your online account to place your order. Everything is prepared and delivered before you even run out of medication!



2. PHARMACEUTICAL EXPERTISE

A professional team to serve you

At each refill, our pharmacists look for the effectiveness of the treatment, possible presence of secondary effects and your adherence to the treatment. When you refill on your online portal, a short questionnaire is offered to warn our pharmacists about your current problems. We take care of your health!



3. PREPARATION AND PAYMENT

Don't forget to check your junk mail!

Once the order is prepared, you will receive an email to proceed to the payment on our secure platform. For each refill, you can also select which reception method you prefer, postal or pick up. If you opt for postal delivery, be advised that Canada Post can deliver your order to the location of your choice (office, home or cottage)!



4. FROM THE PHARMACY TO YOU

Fast & free delivery in the Province of Quebec

Usually, you should receive your package within 24-48 business hours with Canada Post's *Expresspost* service. You can also track your package on your mobile or computer. The package is not identified with the name of the pharmacy for your discretion. Also, the delivery is free!

Don't like computers?
Refill with us over the phone!

NEW PRESCRIPTION FOURTH STEP



1. DO YOU HAVE A NEW PRESCRIPTION?

Two options are available

- A. With every order, you will receive a stamped envelope. Use it to send us your new prescription for free ; **OR**
- B. Before leaving your medical clinic, ask the staff to fax us your prescription to 514 903-7059.



2. WHEN WE RECEIVE YOUR PRESCRIPTION

We'll enter everything into your file & analyze it

Upon receipt of your new prescription, our pharmacists will add it to your file and analyze your complete file to confirm the compatibility with your other medication. We will make sure to inform you of any possible conflicts.



3. WAIT FOR OUR CALL

Do you want to fill your prescription or wait?

You can indicate if you want us to prepare your prescription immediately or just add it to your file for a future order.



4. PHARMACEUTICAL ADVICE

Good use of your medication

When ordering a new medication, you will always receive a call from one of our pharmacists so that he can give you the appropriate advice on your new medication. Nothing easier! Everything is planned so that your health is well taken care of.

Easy and simple,
we are here to take care of you.

Inscription

Je n'ai pas besoin de renouveler mes médicaments immédiatement.

Puis-je tout de même m'inscrire ?

Absolument. Nous pourrions procéder plus rapidement à la création de votre dossier. De ce fait, vous n'aurez qu'à commander en ligne au moment de votre prochain renouvellement.

Si je ne suis pas satisfait de vos services, puis-je retransférer mon dossier à mon ancienne pharmacie ?

Vous pouvez en tout temps retransférer vos médicaments à la pharmacie de votre choix si vous n'êtes pas entièrement satisfait de nos services. Nos pharmaciens s'assureront que la continuité des soins soit priorisée.

Si je suis patient de votre pharmacie, puis-je également me procurer ma médication dans une autre pharmacie (par exemple, un antibiotique) ?

En tout temps, vous pouvez vous procurer votre médication dans une autre pharmacie, et ce, même si vous êtes l'un de nos patients. Il est important de toujours notifier le pharmacien que vous prenez de la médication dans une autre pharmacie.

Registration

I do not need to refill my medication immediately. Can I still subscribe?

Absolutely. We can accelerate the creation of your file if you subscribe now. Therefore, you will only have to order online at your next refill.

If I am not satisfied with your services, can I transfer my file back to my old pharmacy?

You can always re-transfer your medications at the pharmacy of your choice if you are not completely satisfied with our services. Our pharmacists will ensure that continuity of care is prioritized.

If I am a patient at your pharmacy, can I also get my medication from another pharmacy (like an antibiotic)?

You can get your medication from another pharmacy at any time, even if you are one of our patients. It is important to always inform the pharmacist that you are getting medication from another pharmacy.



QUESTIONS FRÉQUEMMENT POSÉES
FREQUENTLY ASKED QUESTIONS

Pharmacie
Picard & Desjardins
Pharmacy



514.903.7060

1.888.903.7061

D'autres questions / réponses ?

Rendez-vous au picarddesjardins.com et cliquez sur l'onglet « FAQ ».

Général

À qui s'adressent vos services ?

À tous ! Nos services sont également idéals pour les patients prenant des médicaments sur une base régulière.

Livraison

Y a-t-il des frais de livraison ?

Nous assumons les frais de livraison ; la livraison accélérée est sans charge, et ce, en tout temps.

Quel est le délai de livraison lorsqu'on vous demande de livrer la médication ?

La plupart du temps, le délai de livraison est limité à 24 - 48h ouvrables. Pour éviter tout problème et tenir compte de ce délai, notre système vous envoie un courriel ou un SMS sept jours avant la date de renouvellement.

J'ai oublié de commander mes médicaments, que dois-je faire ?

Soyez rassuré, nos pharmaciens pourront vous assister en contactant la pharmacie de votre choix et procéder au transfert pour que vous ayez immédiatement accès à vos médicaments. Vous pourrez donc rapidement récupérer vos médicaments dans n'importe quelle pharmacie du Québec.

J'aimerais me faire livrer mon colis au bureau. Est-ce suffisamment discret ?

Oui, nous avons pris soin de ne pas identifier le colis au nom de la pharmacie. Vous pouvez donc vous le faire livrer au bureau en toute discrétion.

Êtes-vous en mesure de livrer des produits réfrigérés comme l'insuline ?

Oui, nous utilisons des contenants isolés et des sachets réfrigérants pour le transport sécuritaire des produits réfrigérés. Une signature sera demandée par le transporteur pour maintenir la chaîne de froid.

Les températures extrêmes peuvent-elles avoir un impact sur l'intégrité de mes médicaments ?

Tous les médicaments doivent être conservés à l'intérieur d'un intervalle donné de température pour conserver leur intégrité physique et chimique. Ainsi, nous avons prévu la possibilité, pour vous, de suivre votre colis du départ de la pharmacie à son arrivée à l'adresse de livraison. Vous serez donc avisé au moment de son arrivée. Vous pourrez le récupérer à ce moment. S'il vous est impossible de le faire, prévoyez une livraison au bureau ou à un lieu où la température est contrôlée.

Qu'advient-il si je suis absent de mon domicile pour recevoir mon colis ?

L'un des moyens simples pour vous faciliter la vie et pour vous éviter tout désagrément est de vous faire acheminer votre colis au bureau. Le colis étant discret, ne craignez pas les bris de confidentialité. Par ailleurs, le suivi du colis offert par nos services vous permet de connaître le moment d'arrivée du colis et de le récupérer rapidement.

General

Do your services suit me?

Our services are tailored for everyone! The services are also ideal for patients taking medications on a regular basis.

Delivery

Are there delivery fees?

We cover the cost of delivery; expedited delivery of prescription drugs is always free.

What is the delivery time when you are asked to deliver the medication?

Most times, the delivery time is limited to 24 - 48 business hours. To avoid problems and take account of this period, our system sends you an email or SMS seven days before the renewal date.

I forgot to order my medications, what should I do?

Our pharmacists can assist you in contacting the pharmacy of your choice and make the transfer so you have immediate access to your medications. So you can quickly get your medicines in any pharmacy of the Province of Quebec.

I would like to receive my package at the office. Is it discreet enough?

Yes, we have been careful not to identify the package as originating from the pharmacy. So you can have it delivered to the office with discretion.

Are you able to deliver refrigerated products as insulin?

Yes, we use insulated containers and ice packs for the safe transportation of refrigerated products. A signature is required by the carrier to maintain the cold chain.

My mail is deposited in a post box located outside. Can extreme temperatures affect the integrity of my medication?

All medications must be kept within a given temperature range to maintain their physical and chemical integrity. Thus, we have provided the opportunity for you to track your package from the pharmacy to its arrival at the delivery address. You will be notified at the time of its arrival. You can also provide us a delivery address or a place where the temperature is controlled.

What happens if I am away from home during business hours to receive my package?

One of the simplest ways to make your life easier and to avoid any inconvenience is for you to send your parcels to the office. The package being discreet, do not fear a breach of confidentiality. In addition, the tracking of the package lets you know the time of arrival of the package for you to get it quickly.

Need more answers?

Visit picarddesjardins.com and navigate to the "FAQ" tab.