Provider FAQ

- **Medication Supply:**
    - With a valid prescription, Access DuPage patients can get up to a 90-day supply of medications at DDOH.
    - Non-Access DuPage patients can get a 30-day supply.
    - Please advise your patient to call the pharmacy at 630-784-4288 to check if their medication is in stock, especially if it's a new prescription. If it is not a typically stocked medication, it may be able to be ordered.
- **Prescription Transfers:**
    - Patients should call the pharmacy at 630-784-4288 to transfer their prescriptions. They will need the previous pharmacy's name, phone number, prescription number, and medication name ready. They should mention that it is a Dispensary of Hope transfer.
- **Prescribing:**
    - The DuPage Dispensary of Hope medications are dispensed by DuPage Care Center Outpatient Pharmacy (630-784-4288, fax 630-784-4284). When calling, mention DuPage Dispensary of Hope.
    - E-prescribing is available through Surescripts, search for DuPage Care Center Outpatient Pharmacy.
- **Medication Availability:**
    - The medication list (formulary) is updated quarterly. Click here to see current availability.
    - To request a medication be added, email denisem@accessdupage.org.
- **Questions/Feedback:**
    - For questions or concerns, contact Denise Martinez at 630-510-8720 X 203. She can also assist patients with pharmacy needs.