



**ASSOCIATED
UROLOGICAL
SPECIALISTS**

In-Office Dispensary

10400 Southwest Highway, Second Floor, Chicago Ridge, IL 60415

The AUS In-Office Dispensary is a specialty dispensary located in our Chicago Ridge location. Specialty drugs are those used to treat chronic or complex conditions, including advanced prostate cancer. You will have a dedicated team to help you understand your treatment, access resources and support, and get help with costs.

Call: (708) 361-4655

Our staff is available to assist you in-person or by phone during normal business hours. For urgent matters you may call 708-888-8AUS for our urgent line 24 hours a day, 7 days a week for after-hours phone support. If you have a non-urgent matter after hours, you can leave a message and we will respond the next business morning. For emergencies, call 911.

Stop by: 10400 Southwest Highway, Upper Level, Chicago Ridge, IL 60415

Hours: Monday – Friday: 8:00 a.m. to 5:00 p.m.
Closed Saturday and Sunday.

Email: dispensary@auspecialists.com

Learn more: auspecialists.com/dispensary

How do I order a prescription?

Once we receive a prescription from your prescriber, you can contact us by any of the methods above to place an order. Your prescriber may call, fax, or electronically send a prescription to us.

If you need a refill due to lost or stolen medications or for vacation, please let us know and we will work with your insurance to get your refill covered. If The AUS In-Office Dispensary is unable to fill the prescription we will let you know and help you locate a dispensary that can fill it.

In the event of a local emergency or disaster, Associated Urological Specialists will make every effort to prevent an interruption in our services. If it cannot be avoided, we will work with you to transfer your prescription to another dispensary so you do not run out of medicine.

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How much will my prescription cost?

Your cost will depend on your insurance, copay, and deductible. Also, if you have Medicare Part D, your cost may be affected by the “gap” or “donut hole.” Our dispensary staff is available to help you understand your cost.

Your prescription may be filled with a generic equivalent if available and allowed by your prescriber. Often this will decrease your out-of-pocket expense.

We will inform you of your responsibility in advance. Please note, you must provide payment at the time of service. If you cannot afford your medication, our dispensary staff or nurse navigators will work with you to obtain financial assistance based on your eligibility.

Some insurance companies require the use of an in-network dispensary. If this occurs and we are not in-network, we will work with you and the insurance to find and forward the prescription to a dispensary that is in-network.

How long will it take to get my prescription?

As soon as we receive your prescription, we begin to process it. Most specialty prescriptions require a prior authorization which usually takes 24-48 hours. If a longer delay occurs for this or any reason, we will contact you to notify you of your options so you do not go without medication.

Once the prescription is approved by your insurance, we will contact you to let you know your cost and schedule the best way to get the medicine to you.

You can pick up your prescription at our dispensary in Chicago Ridge, IL. We also offer complementary delivery, in which a dispensary staff member will bring you the medication at no cost to you.

How can I check the status of my order?

Contact us by phone, email, at our website, or in person for updates.

How do I pay for my prescription?

If you have an out-of-pocket cost, you can pay by personal check, Visa, Mastercard, or Discover. We only accept cash if you are picking up your prescription from our dispensary.

What do I do if my medicine is recalled?

We will contact you if a medicine you were given is recalled. However, if you are ever concerned about a recall please contact us. You can also visit the U.S. FDA's drug recall website at www.fda.gov/drugs/drug-safety-and-availability/drug-recalls for more information.

How can I report concerns/suspected errors?

You may contact dispensary staff during business hours at 708-361-4655 with any question or concerns. If there is an issue after business hours or on weekends please contact our 24 hour call center at 708-888-8AUS to be connected to the on-call physician.



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