Information Sheet

About Us

How do we best describe Kelley-Ross Union Center Pharmacy? It is like having your very own pharmacist at the end your driveway. We are experts at delivering maintenance medication by mail – quickly, discreetly and cost effectively.

As a valued guest, you can interact directly with us, requesting refills, and transferring prescriptions from other pharmacies.

Contact Information

Kelley-Ross Union Center Pharmacy:
2324 Eastlake Ave. E, Suite 405, Seattle, WA, 98102

Hours of operation: 9am to 5pm

Phone: 206.441.9174 or 1.800.441.9174

Fax: 206.448.4406

Website: kelley-ross.com/union-center/

Email: ucpharmacist@kelley-ross.com

New Prescriptions

New prescriptions can be dropped off or mailed to the address listed above. Sadly, we cannot accept faxed prescriptions from patients (sorry for any inconvenience).

Every time we send you medication we will send an information guide about your medication. Please read through everything we send and always check the directions on your medication bottles as this might reflect changes made by your provider. We are always a phone call away if you have questions about your medication or how to take it.

Washington State Law requires us to provide generic medications when available and designated by your prescriber.
Refills

As a precaution and to avoid running out of medication, please allow approximately 10-14 business days from the time you request your medication until you receive your medication.

You can place a refill request one of three ways, by simply calling the number above and following the prompts to enter in your prescription number, by entering in a refill request on the website, or by calling and talking to a staff member directly.

Some prescription refills may require a call to the prescriber for approval. A change in prescriber, drug dose, or directions requires a new prescription. This may increase the time necessary to process your order. Most providers take three business days to respond to our requests.

Orders requested in person

We are open Monday through Friday 9am to 4:30pm for prescriptions dropped off in person. We want you to know up front that because we are mail order we do not always have the entire amount of a medication. We often have to order medications daily when we receive an order. If you drop off your prescriptions in person we might only be able to give you a partial order. If you know you will be coming in to our location, we suggest you call us before hand to ensure we have the entire quantity you need.

Transferred prescriptions

For transferred prescriptions from other pharmacies, please fill out the transfer prescription form on the website or call us directly for the request. We will need the name and phone number of the pharmacy we are transferring from as well as the name of the medications you need.

Shipping

Most of our mail goes through the USPS or UPS. In some cases, and for certain medications, we will require a signature for delivery. Some of our patients will request medications be sent to work or an alternative address to make it possible to sign for the delivery. Please let us know if this is the option that works best for you.

Returns
Federal law prohibits us from taking back medication. Once the order has left our building it can no longer be used. Because of this law we diligently try to keep our patient records and preferences up to date to ensure proper delivery. Please keep this in mind when traveling or moving.

Billing

Once your order is complete we mail it to you directly. Payments can be made once you receive your order or we can keep a credit card on file to bill you once your order is ready to be sent out. If you choose not to have a credit card on file to pre pay we will send you an envelope to send in your payment for each order. You would then add up your co pay's for each prescription and send that amount it to us.

If you have questions regarding how your drugs are going to be priced, please consult your insurance company directly. Most insurance providers have helpful websites that can answer most questions. Please keep in mind that your co pays are established by your provider and we have no part in how pricing is established.

For billing issues or concerns, or to add a credit card to your file, please call our bookkeeping department at 206.441.9174 extension 3.

Updated Information

We will periodically ask you to update your address, phone number, drug allergies, and for any changes in medications or disease states. If any of these things change, please call us with the updates. These updates ensure that the correct medications arrive to the correct address as well as helps us prevent adverse medication reactions.

Annually we will ask you to sign forms keeping you updated on current privacy practices and any personal packaging preferences.

Thank you again for your patronage and we look forward to serving you over the coming years.