COVID-19 Phone Call Recording:

For Duvall Family Drugs’ COVID-19 Response, we ask for you to be patient as we care for you!

We are taking the following steps to protect you, and this will allow us to protect our staff in order to maintain our service and commitment to you.

We have 3 points that you need to be aware of during this time. Please listen closely.

Number 1: When calling in your prescriptions, please wait until you receive notification that your prescription is ready.

* If you have not downloaded our Rx Local App – now is the time to allow for 2-way communication between us and you.

Number 2: When you arrive at the pharmacy, you will not be able to enter the pharmacy because we have locked the front door, however, we are open!

Number 3: You can pick up your prescription, OTC, or gift item at our drive-thru OR we can deliver it to you in the parking lot. We have designated signs in parking spots. Please have payment ready! You DO NOT have to call us if you’re in the drive-thru.

* You can let us know you’re in this 3 ways:
	1. Please text us your name and vehicle description by texting the number listed on our Facebook Page (different from our call-in number).
	2. If you have the RxLocal App please text us directly from the App.
	3. As a last resort, you can call us on our regular phone number.

Lastly, If you are enrolled into our medication synchronization program, in which we call you one week prior to fill your medications – please be mindful to answer our phone calls to expedite the process.

Please Like our Facebook page to make sure you have the most updated information!

Thank you for letting us care for you!