

Dear Students, Faculty and Staff, 03/23/2020

In these uncertain times, as we all learn our new normal routine with regard to the COVID-19 virus, please know we are committed to continue taking care of your prescription medications. We are considered an “essential” service and will be here to answer your calls and questions. We are closely following the recommendations issued by the CDC and communications from within the University.

Effective today, 03/23/2020, we are adding extra precautions to ensure the health and well-being of you and our staff.

* All new and refill prescriptions can be accessed and picked up by any of the 3 following methods. 1) **Curbside** **Pickup**. Once you have called in to request a refill, our staff will fill your prescription and when you arrive, just give us a call and we will bring it out to your vehicle. 2) **On-campus Delivery**. If you are a staff or faculty member, we can deliver your prescriptions directly to your office. 3) If you are a student and have been forced off campus due to housing closures and are unable to take advantage of our Curbside Pickup, it may be possible for us to deliver your prescription to you via **US Mail, UPS or Fedex**.
* We have opened up additional phone lines for you. If you are trying to reach our staff, please any of these phone lines. **865-974-5932**, **865-974-5933** or **865-974-5934**. Also, feel free to send us a message via our mobile app, **MobileScripts** or email at [utkrx@utk.edu](mailto:utkrx@utk.edu) or [proberts@ppcdrx.com](mailto:proberts@ppcdrx.com).
* We have instituted additional cleaning measures within our pharmacy. In addition to the CDC recommendations, our staff if sanitizing all hard surfaces and common areas within the pharmacy every 2 hours.
* Our **Pharmacy hours HAVE CHANGED to reflect a closing time at 4:30 pm**. This change was necessary to coordinate with the Health Center because of preventative measures that have been initiated to ensure the health of patients entering the building. This is a fluid situation and we may have to make additional changes in the future. In the event we are closed for the day, please leave us a message or send an email and we will get back to you as soon as possible.

We appreciate all of your business and will continue to take care of you to the best of our ability. Thank you for all of your business!

Peyton N. Roberts, R.Ph

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