

# ScriptCenter

24/7 Express Prescription Pickup

## CURRENT PHARMACY CUSTOMERS:

- 1 Enroll at ScriptCenter or online at ScriptCenter.com to create your ID and PIN.
- 2 Order your prescriptions from the Euclid Pharmacy by calling 216.444.2100.
- 3 Once you have enrolled, all of your prescriptions will be automatically delivered to ScriptCenter for pickup.
- 4 Log in to ScriptCenter to review, pay and pick up your prescriptions.

## NEW TO THE EUCLID AVE PHARMACY:

- 1 Enroll at ScriptCenter or online at ScriptCenter.com to create your ID and PIN.\*
- 2 Transfer your prescriptions from your current pharmacy to Euclid Ave. Pharmacy by calling 216.444.2100.

\* If you don't have a current Euclid Ave. Pharmacy prescription number to activate enrollment, you can add it later or the pharmacy will complete it for you as soon as they fill your next prescription.



# ScriptCenter

24/7 Express Prescription Pickup

Pick up prescriptions for the entire family in one single transaction



www.asteres.com  
4110 Sorrento Valley Blvd  
San Diego, CA 92121

ScriptCenter is located in the tunnel to the JJ South building and serviced by the Euclid Ave Pharmacy.



Enrollment is FREE. Get started today!



Private & Secure



24/7

### Who can use ScriptCenter?

ScriptCenter may be used by Cleveland Clinic employees and their family members even if they do not have Cleveland Clinic Employee Health Plan.

### Who fills my prescriptions and how do they get into ScriptCenter?

Prescriptions are filled by Euclid Ave. pharmacy and loaded into ScriptCenter for you to pick up at your convenience.

### When is ScriptCenter open?

ScriptCenter is available 24/7.

### Is there a charge for using ScriptCenter?

No. ScriptCenter is a FREE service.

### After registering, can I use both main campus ScriptCenter kiosks (Euclid Ave. and Crile)?

No. You may only use the ScriptCenter for which you register. Each ScriptCenter is specifically managed by its respective pharmacy.

### How do I pay for my prescriptions?

You can use a Credit Card, FSA Card or Payroll Deduction at ScriptCenter when you pick up your prescriptions.

### When will my prescriptions be ready?

Prescriptions requested before 3 p.m. on Monday through Friday will be ready for pickup at ScriptCenter after 3 p.m. the following business day. Be sure to sign up for 'Notifications' in 'My Settings' to get a text or email when your prescriptions are ready.

### How long will my prescriptions stay in ScriptCenter?

Prescriptions not picked up within 10 days will be returned to the pharmacy.

### Can I pick up all my prescriptions at ScriptCenter?

Prescriptions requiring refrigeration or reconstitution must be picked up from the Euclid Ave. pharmacy counter.

### Can I pick up prescriptions for my family?

Yes! You can add others to your account after you log in. To add a child under 18, you'll need their prescription number and birth date. To add anyone over 18, you'll need their ID and PIN created when they were enrolled. Once you add family members, prescriptions ordered for them will automatically be in your cart when you log in.

### Does ScriptCenter follow patient privacy rules?

Yes, ScriptCenter is fully compliant with all HIPAA and Cleveland Clinic patient privacy policies. Your personal and medical information is always safe and secure.

**REMINDER:** Most medications can be picked up from ScriptCenter except for refrigerated, reconstituted or others needing pharmacy staff attention. These items will be available at the Euclid Ave. pharmacy.

### Is counseling available when I pick up my prescriptions?

Yes, call 216.444.2100 during pharmacy hours.

### Can I use my fingerprint for logging in?

Yes. Using your fingerprint in place of your ID is optional. You will always be required to enter your PIN. Even if you have added your fingerprint, you can always use your ID and PIN as an alternative.

### What if I forget my "Log In" ID or PIN?

You can recover your ID or PIN by pressing "Forgot ID" or "Forgot PIN." If you need further assistance, please contact Euclid Ave. pharmacy at 216.444.2100 during business hours.

#### EUCLID AVE. PHARMACY

##### Pharmacy Phone:

216.444.2100

##### Pharmacy Hours:

Monday - Friday, 8 a.m. - 8 p.m.  
Saturday & Sunday, 9 a.m. - 5 p.m.

##### ScriptCenter Hours:

24/7