



What are your hours?

We are open Monday through Thursday 7 am-7 pm MST and Fridays 7 am-5 pm MST. We are closed on weekends and all major holidays.

My doctor submitted my prescription, now what?

Upon receipt, prescriptions are processed by the end of the following business day. You should receive a call from a (406) area code, indicating your prescription has been received, verifying the shipping address and taking payment (if applicable). If you do not receive a call within 2 business days, please contact the pharmacy directly. Once the necessary information is received, your prescription will be shipped directly to your home and should be received within 3-7 business days via USPS. Your drops will arrive in a small, white box – or a silver mailer bag if refrigeration is required.

Can I track delivery of my drops?

Once your package is shipped, a USPS tracking number will be texted to the phone number provided by your prescriber. After tapping on the tracking number in the text, a link will show you detailed tracking information. If you do not receive a text with this information, you can email, use the chat feature on our website or call the pharmacy and one of our customer service technicians will provide you with this information.

How long does it take to have my medication delivered?

Patient orders are shipped via USPS and can take from 3-7 business days. USPS delays can happen, so if you need your drops within 10 business days, please call the pharmacy to discuss FedEx shipping options and additional fees.

Why is my eye drop bottle not full?

The bottle is intentionally oversized for ease of use. Depending on the formulation, most bottles are only about 1/3 full.

How do I store my eye drops?

Store your eye drops at room temperature in a dry place. Certain formulations will need to be refrigerated and will have identifying information to indicate if refrigeration is required.

Do I need to shake my drops?

No, you do not need to shake your drops.

Will my drops come with instructions?

Yes, your drops will arrive packaged with a label that indicates directions provided by your prescriber.

Can I return my eye drops?

No, we cannot accept returns on any prescriptions once they leave the pharmacy.

How do I order a refill?

Ordering a refill is as simple as calling 855-466-1076 and pressing option 2. Refills can also be requested on our new Patient Portal, which requires credentials that you can ask for as well when you call the pharmacy.

How early should I order my refill?

There are no date restrictions on when you can refill your prescription, but please remember to account for shipping times.

Do you offer automatic monthly refills?

OSRX, Inc. is happy to offer an automatic refill program. If you would like to arrange for OSRX, Inc. to bill and ship your medication monthly, please call 855-466-1076 and one of our customer service technicians will happily assist. You can pause or cancel your auto shipment at any time.

How can I access the OSRX patient portal?

One of our customer service technicians will issue you credentials for your personalized patient portal. Please email, chat or call the pharmacy directly and we will get you the sign-in information.

How can I pay my bill?

You can conveniently pay your bill **online here**. Please have your invoice number available. If you do not know your invoice number, please call us at 855-466-1076 and press option 2.

What should I do with my leftover drops?

Please remove any identifying information on the packaging and dispose of the drops in regular trash when therapy has concluded. If any medication is not used by the Beyond Use Date (BUD) on your label, please dispose of drops. Sterile items should be discarded 28 days after initial opening.

Who should I call if I think I am having a physical or allergic reaction to the drops?

If it is a medical emergency, please call 911. For other non-emergency questions, call the pharmacy and speak with one of our knowledgeable, friendly pharmacists. As always, you can also reach out to your doctor.

Our team works hard to exceed all industry standards and requirements. To confirm sterile integrity, our clean room is tested and certified. To ensure accuracy, all sterile manipulations are performed only by our Pharmacists. All of our Pharmacists obtain an advanced certification in aseptic techniques specifically for compounding, which is beyond the industry standard. We take these steps and many more to ensure, with confidence, that you will receive the highest quality with each and every sterile medication we compound.