

Frequently Asked Questions

Why does this FREE community pharmacy exist?

Of the 4.2 million people in nine counties in North Texas, over 900,000 have no health insurance coverage, and over 1 million have household incomes below 200% of the Federal Poverty Line. Many of our neighbors are unable to afford health-sustaining prescription medications like asthma inhalers, blood pressure medicine and insulin. Paying for these medicines might mean they can't pay for rent, utilities or food for their families. St. Vincent de Paul will help our neighbors sustain their health while working towards a better life.

Who qualifies for service at St. Vincent de Paul Pharmacy?

This resource is available to individuals who:

1. have no health insurance coverage,
2. have a household income at or below 200% of the Federal Poverty Level,
3. have a valid prescription (either an original paper copy or one at another pharmacy), and
4. have proof of residence in Texas

Where do the medications dispensed at St. Vincent de Paul Pharmacy come from?

SVdP Pharmacy primarily receives its medication in the form of donations from pharmaceutical companies, and the [Dispensary of Hope](#), a nonprofit charitable medication distributor.

What are the operating hours of the pharmacy?

The pharmacy is available to receive applications from 9am to 2pm, Monday through Friday. Because medication cannot be dispensed without a pharmacist present, customers may call the pharmacy to learn when a pharmacist will be on-site so they can pick up their prescriptions.

What steps do potential customers need to take to receive medication?

There are 4 steps for using the pharmacy:

1. Complete and sign the forms, available at svdpdallas.org/pharmacy, and gather proper documentation to present at the pharmacy
2. Submit their prescription. If their prescription is at another pharmacy, they can call to have it transferred to St. Vincent de Paul, either electronically or via fax: (469) 687-9126
3. Call the pharmacy at (469) 232-9902 to schedule a time to pick up their medication.
4. Present their forms to the pharmacy and pick up their medication. If the person is not able to submit the forms themselves in person, they MUST fill out the **Agent Authorization** section of the forms.

I'd like to help. What volunteer needs does the pharmacy have?

The pharmacy needs volunteer licensed pharmacists and pharmacy technicians to dispense medications. In addition, volunteers are needed to assist pharmacy visitors with the important intake process. Intake volunteers do not need to be licensed, and will receive all necessary training. If you or someone you know is interested in volunteering, please contact Henry Hermann at hank@svdpdallas.org.