



## Frequently Asked Questions

### **Who is eligible to be a member of CoHealth?**

CoHealth is available to everyone. There is no age, medical, income or employment information needed.

### **I am not a Canadian citizen or resident, can I become a member of CoHealth?**

Yes, there are no restrictions, everyone can access the program.

### **Do you have family memberships?**

CoHealth memberships are individual. However, if multiple family members are signed-up, they can use the same Health Depot account and combine their purchases to increase their savings on shipping.

### **Where do my medications come from?**

CoHealth partners with The Health Depot, a licenced Ontario pharmacy located in London, Ontario with a fully online service.

### **What is the cost of shipping?**

Shipping is FREE to anywhere in Ontario.

### **If I live in Northern Ontario, can I get FREE delivery?**

You can! It may not be next day if that service is not available in your community, but it will get there as fast as possible.

### **What happens if my prescriptions are delivered and I am not home?**

Depending on the medications you take, you may need to sign for them upon delivery. This will be known to you in advance. In addition, our pharmacy partner's discreet packaging ensures no one know if you are getting medications, or your latest online order.

## **Is it possible to speak to a pharmacist about my medication?**

Yes! The Health Depot's licensed pharmacists are available to answer any health questions you have about your medications.

## **What happens at the end of the three-month trial?**

A paid subscription of only \$21.95 per year will start. Members can cancel anytime before the end of the 3 month trial and pay nothing. It is risk-free. You will be reminded before your trial ends by email from Genrus.

## **How do you know what my prescriptions are?**

Once you are a CoHealth member, you will need to create an account with The Health Depot. The Health Depot pharmacist will ask you for permission to access your patient files and see what prescriptions you have been taking. Everything is done with your consent.

## **How do I send a new prescription to be filled?**

Our pharmacy partner allows you to send photos or new prescriptions directly through their Mobil app and they provide other ways for you or your physician to send prescriptions to be filled such as email or fax.

## **Are savings only available on prescription medications?**

In addition to paying only \$6.69 dispensing fee, CoHealth members pay lower prices on all medications and get discounts on thousands of other healthcare items through The Health Depot.

## **How can I pay for my Co-Health membership or prescription order?**

CoHealth accepts Visa or MasterCard. Our pharmacy partner, The Health Depot, accepts Visa, MasterCard, Visa Debit and MasterCard Debit for processing orders.

## **What if I don't have a Visa or MasterCard?**

We suggest you purchase a pre-paid credit card and use that for payment.



[www.ontario.coop/cohealth](http://www.ontario.coop/cohealth)