

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 these 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. SVdP Pharmacy helps 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 for 2020,
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 nonprofit charitable medication distributors like the Dispensary of Hope.

What are the operating hours of the pharmacy?

The pharmacy is open from 9am to 2pm, Monday through Friday. If you are a new patient or have not yet submitted your application for service, please call ahead to verify what paperwork you may need to bring with you. This will speed up the intake process and ensure you can receive your medication more quickly!

What steps do patients need to take to receive medication at SVdP Pharmacy?

There are 4 steps for using the pharmacy:

1. Complete and sign the forms, available at svdpdallas.org/pharmacy, and gather proper documentation
2. Submit your prescription. If it is currently on file at another pharmacy, patients can call to have it transferred, either electronically or via **fax: (469) 687-9126**. If you have a paper copy of your prescription, please bring it with you.
3. If you are a new patient, bring your application and paperwork to the pharmacy to be screened for service. If you are a returning patient, please call ahead so we can prepare your refill!
4. Come to the pharmacy, located on the 2nd floor of the Northwest Community Center to pick up medication. **If you are unable to travel to the pharmacy, please call us for other arrangements.**

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

SVdP Pharmacy needs volunteer, licensed pharmacists and pharmacy technicians to dispense medications. In addition, we need more hands to assist patients 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.