

# Jisit Zaveri

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June 27, 2016

President and Board of Trustees of Village of Arlington Heights  
Village of Arlington Heights  
33 S. Arlington Heights Road  
Arlington Heights, IL 60005

Dear President and Board of Trustees of Village of Arlington Heights

I am writing to ask you to support proposed community pharmacy at the 1614 west central road, Suite # 209, Arlington Heights, IL 60005. We will not have a retail over the counter section due to space limitations and we will only have behind the counter prescription drugs.

Further, this pharmacy would require approximately 300-400 square feet of space within physician's existing practice. We would have a pharmacist and a pharmacy technician to operate daily activities. The hours of operation would be Monday to Friday from 9:30 am to 5pm and Saturdays 9:30am to 1pm. We would sublease space from an existing medical office, which is known as Accumed Center (Suite # 209). Our primarily clients would include patients from the clinics at the 1614 west central road. Having a community pharmacy at this location would make "one stop medical building" for clients of the doctors within this location. For example, after seeing a physician a client would stop by at pharmacy to pick up their prescription medication within a few minutes. Therefore, it would be convenient, efficient, personalized quality service and time efficient for patients.

Our pharmacy is designed to serve the needs of our customer. The dedicated staff would be performing following daily operations:

- Greeting customers and receiving written prescriptions
- Answering the telephone and referring call-in prescriptions to the pharmacist
- Initiating refills requested by patients in person or by telephone
- Updating the patient's profile, including patient demographics, allergies, and health conditions
- Entering or updating billing information for third-party reimbursement
- Entering new prescriptions (or refill requests) into the patient profile
- Submitting prescription claims online to insurance providers
- Contacting insurance companies to resolve eligibility or prescription processing issues
- Retrieving drug products from storage in the restricted prescription area
- Counting, reconstituting, packaging, and repackaging products
- Returning stock bottles to the proper storage location
- Distributing labeled medications to the patient after final verification by the pharmacist
- Offering a medication counseling opportunity for the patient
- Accepting payments, including copayment
- Storing completed prescriptions for patient pickup
- Retrieving medications for patient pickup once patient verification is completed

Sincerely,

**Jisit Zaveri**

*J. L. Zaveri* 6/27/16

**RECEIVED**

JUN 27 2016

PLANNING & COMMUNITY  
DEVELOPMENT DEPARTMENT