



Pharmacy Refills

Introduction:

This patient education handout provides information on ordering pharmacy refills. You can *request* refills by mail, automated phone system, or in person. Your medicine refill will be sent to you by mail. You *cannot pick refills up* at the Pharmacy window. Please be aware that Class II narcotic drugs cannot be refilled.

Refills by mail:

Mail the refill slip back to the pharmacy as soon as possible. By doing so, you will get your medicine refill before your medicine supply has totally run out. The pharmacy will keep the request on file and mail your refill out to you at the scheduled time

Refills by Automated Phone System:

To order prescriptions by phone, here is all you need:

- A touch-tone phone. If your phone has a choice of pulse or tone, be sure it is set to tone.
 If you do not have a touchtone phone, please keep mailing your refill slips to the pharmacy.
- Your full 9-digit social security number.
- The prescription number for the prescription label. This RX# just above or to the right of your name as shown on the examples below.

EXAMPLE

VAMC GAINESVILLE FL 32608-1197
 573 904-800-349-9457 112001)
Rx # 45678765 MAR 13, 2001 Fill 1 of 5
 Doe, John 222-99-3333
 TAKE ONE TABLET EVERY DAY
DRUG NAME AND SIZE OF DOSE

TEST, DOC A.
 Qty: 30 EA

OR

EXAMPLE

VAMC GAINESVILLE FL 32608-1197 (800)
 Provider: Applewhite, Joseph
JOHN DOE **Rx # 45678765**
 SCHEDULE FOR TAKING DRUG: TAKE ON (4) TA

DRUG NAME AND SIZE OF DOSE

Warning:
 MAY CAUSE DROWSINESS-Alcohol may intensify thi

To reach the pharmacy menu:

You can use the Automated Phone System anytime – day or night.

Pharmacists are available for advice Monday through Friday (except holidays) from 8:30am to 6:00pm.

- Dial (800) 349-9457 or local for Gainesville (352) 374-6196. If you get a busy signal, please try again.
- To talk to an operator - press 0 at any time during your call.

To order refills:

- Dial the number above and wait for the greeting – then enter your full 9 digit Social Security number followed by the # sign.
 - Press 2 (pharmacy prescriptions) – then press 1 (to refill a prescription).
 - Enter the RX# followed by the # key (if there is a letter after your RX#, *do not* enter it).
 - If you have more than one refill, you can stay on the line - press 1 again - then enter the next RX#.
- When you are done ordering all of your refills, you can hang up

To check on the status of a prescription:

Dial the number above and wait for the greeting – then enter your full 9 digit Social Security number followed by the # sign.

Press 2 (pharmacy prescriptions) – then press 2 again (check on prescriptions).

Enter the RX# of the prescription you are checking on followed by the # key (if there is a letter after your RX#, do not enter it).

Last minute refills:

If you have no refills left and are going to run out of medication before your next appointment:

- Dial the number above and wait for the greeting – then enter your full 9 digit Social Security number followed by the # sign.
- Press 2 (pharmacy prescriptions) - then press 8 – then press 1.

To talk to a Pharmacist

(about your medications, possible side effects, drugs that should not be taken together, and more):

- Dial the number above and wait for the greeting – then enter your full 9 digit Social Security number followed by the # sign.
- Press 2 (pharmacy prescriptions) - then press 8 – then press 2.

Pharmacists are available for advice Monday through Friday (except holidays) from 8:30am to 8:00pm, Saturday and Sunday from 8:30am to 6:00pm and holidays from 9:30am to 6:00pm.

Visit your NF/SGVHS Internet site at: <http://www.northflorida.va.gov>



JUNE 2013