

## Pharmacy Refills

You may call the automated telephone refill line (520-533-1551) or use the web refill service (Tricare Online). This request will be filled by the RWBAHC staff, and will be available for pickup at the RWBAHC Pharmacy in approximately 4 days.

**Q:** What is considered a “REFILL”

**A:** When your doctor writes a prescription, they have the option of including refills. BY LAW, most prescriptions are VALID for one year after they are written or up to a years worth of refills, whichever comes first. IF you have a “Refill” Listed on a CURRENT PRESCRIPTION bottle AND have called the AUTOMATED refill line OR used Tricare online to request a refill, then you can select the “Refill” option on the kiosk.

**Q:** I’ve been on the same medication for years, my doctor put a prescription in for me, why do I have to select the “All Others” or “Active Duty” buttons?

**A:** Pharmacy staff prints the prescription labels for items called in by PATIENTS THEMSELVES using the above methods so they are READY when the patient arrives.

Prescriptions that come DIRECTLY from the DOCTOR go into a different computer que that cannot be accessed until a patient comes into the pharmacy.

**Q:** How do I know if I should select the “REFILL” OR “ALL OTHERS” button on the kiosk?

**A:** An easy way to decipher if you can push the Refill button:  
If your Doctor has anything to do with a prescription = do NOT select the REFILL button, this is a NEW PRESCRIPTION so you should select the “ALL OTHERS” OR “ACTIVE DUTY” buttons.



## Raymond W. Bliss Army Health Center Pharmacy Services

### Hours of Operation:

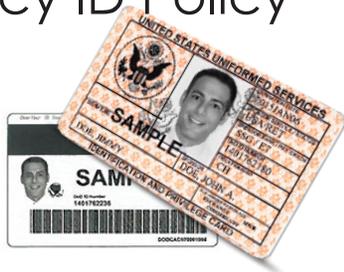
Monday-Wednesday	8 a.m. - 5 p.m.
Thursday	9 a.m. - 5 p.m.
Friday	8 a.m. - 5 p.m.

*\*Only AD Military can be seen early  
7:30-8 a.m.*

*\*\*Last customer service ticket issued at  
4:15 p.m. daily*

Refills (24-hr): 520-533-1551  
Pharmacy (main): 520-533-2520  
Transfer Meds: 520-533-9129

## Pharmacy ID Policy



For all beneficiaries age ten and older must have DOD ID (or copy of the ID front and back or digital photo of the ID) available at the time of drop off and pick up to expedite processing of your prescriptions.

### AVOID THE RUSH!

*If you don't have time to wait at the Pharmacy, drop your prescription off and pick it up after lunch the next day.*

#### Busiest Times in the Pharmacy:

- ❖ Fridays are by-far busier than any other day of the week
- ❖ After 1000 (10 a.m.) Pharmacy traffic increases



## Controlled Substance Policy

No early refills. You can pick-up prescriptions up to three days early (from your last day of pick-up) to accommodate for weekends and holidays. Must be on Sole Provider Program for repeat prescriptions.

## Unused Medication Disposal

RWBAHC pharmacy has a blue medication disposal safe located in the pharmacy waiting area. Note items not accepted: sharp containers, needles, syringes, batteries, aerosol spray cans, trash, medical devices, chemicals, or other hazardous materials.



## Prescription Transfer Service

The RWBAHC pharmacy can transfer your prescription from off-post pharmacies Monday-Friday during normal business hours. Please allow 72 business hours for transfer to occur before you pick up your medication. Complete transfer form or call 520-533-9129.

### How Can I Find Out What Medications RWBAHC Carries?

1. Call 1-877-363-1303 ... or ...
2. Google "Tricare Formulary Search Tool"
3. Enter the Medication Name and Relevant Information and press "SEARCH"

## Medication Review Program

Confused about your medication? Need more discussion time to learn about your medication? The Clinical Pharmacist will review the medication for any RWBAHC eligible patient. For more information, call 520-533-8718.

## Other Pharmacy Services

Other services include the monitoring of:

- COUMADIN
- DIABETES
- POLY PHARMACY
- PAIN MANAGEMENT

For an appointment or more information, call 520-533-8718.

Want to skip the line? Fill out the  and bring it to *Window 6* and you will get a Golden Ticket to use during your next visit.

