



**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

CODE: 2.05.0  
DATE: 12/28/84  
REVISED: 7/26/19, 4/19/22

SECTION: **CLINIC PHARMACY  
OUTPATIENT SERVICES**  
SUBJECT: **REFILLS**

APPROVED: Think Tran, Pharm. D  
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POLICY

Physicians may write prescriptions with the option of requesting refills for the patients. Refills are to be called in to Pharmacy, patients leaving all required information on one of two dedicated automated refill lines. The phone messages give the patient the option of hearing the recording in either English or Spanish.

PROCEDURE

INITIAL PRESCRIPTION -

If designated by the physician, non-controlled prescriptions can be refilled for up to 12 months with a maximum 3 month supply increment from date of original prescription (exception: drugs on DHS 100-day list). If no indication is made for refill, the patient must obtain another prescription from a physician. C-II controlled substances: maximum quantity 100 tablets or capsules with no refills. C-III to C-V controlled substances: up to 5 refills or 120 day supply within 6 months.

REFILLS -

Patients are to telephone requests for refills via the "RANCHO Los Amigos Automated Refill System", X-6011 for English and X-8432 for Spanish. The telephone recorded message is sequenced as follows:

- (1) (English) "Hello! Thank you for calling Rancho Los Amigos National Rehabilitation Center Pharmacy".
- (2) (Spanish) "Para Español oprima cinco".
- (3) (English/Spanish) "If you are calling to refill a prescription, please press 1."
- (4) (English/Spanish) "For pharmacy hours and location, press 3."
- (5) (English/Spanish) "To repeat this information, press 9."

**Hours and Location Option** (English/Spanish)

"Rancho Los Amigos National Rehabilitation Center Pharmacy is located at 7601 E. Imperial Highway, in Downey, California. Our hours are Monday through Friday, 8 A.M. to 6 P.M. We are closed Saturdays, Sundays, and holidays."

Reviewed: 07/10/2014 AN, 7/26/19 NN

Approved By: *Ben Arndt*



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**Invalid Last Name Prompt** (English/Spanish)

“I’m sorry, the last name must match before we can refill this prescription. If you would like to re-enter that prescription - or- enter a new prescription, press 1.”

**Requires Doctor=s Authorization** (English/Spanish)

“I’m sorry. There are no refills/too soon/expired on this prescription. Refilling this prescription requires that you contact your doctor. If you would like to enter a different prescription number press 1.”

**Order Complete Prompt** (English/Spanish)

“Your order is being processed. Please stop by to pick up your prescription in two business days.  
Also, you must bring your Rancho Clinic card. Thank you for calling Rancho Los Amigos National Rehabilitation Center Pharmacy.”

**Closed Greeting** (Spanish/English)

“Hello. Thank you calling Rancho Los Amigos National Rehabilitation Center Pharmacy. We are presently closed; but, the computer is still processing prescription refill orders. Please listen to the following choices:

If you are calling to refill a prescription, please have your prescription number ready, then press 1.  
For pharmacy hours and location, press 3.  
To repeat this information, press 9.”

**Holiday Greeting** (Spanish/English)

“Hello. Thank you for calling Rancho Los Amigos National Rehabilitation Center Pharmacy. We are presently closed for the holiday, but the computer is still processing prescription refill orders.

Please listen to the following choices:



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If you are calling to refill a prescription, please have your prescription number ready, then press 1.

For pharmacy hours and location, press 3.

To repeat this information, press 9.”

Pharmacy personnel access the refill patient-specific prescription information via computer access.

**AUTHORIZATION-**

Authorization for refills can only be made by a pharmacist. Refill requests made earlier than anticipated, based on physician's instructions, will be investigated by the pharmacist. The patient would be contacted, the pharmacist inquiring as to why the medication is needed at this time, how the medication is being taken, and any follow-up questions as required. At the pharmacist's discretion the physician or nurse may be contacted for assistance.