



Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 933
VERSION: 2

SUBJECT: Outpatient Pharmacy-Telephone Refills/Refills

POLICY:

Patients whose prescriptions have been filled at the High Desert Regional Health Center Outpatient Pharmacy may request medication refills as early as 7 days in advance.

Patient may request refills over the telephone by using the IVR (Interactive Voice Recognition) technology telephone refill line. Pharmacy staffs retrieve information from the pharmacy computer system (Cerner Etreby) and have prescriptions processed and ready for pick-up 2 business days (48 hours) from the time of request.

For patients from Lake LA or Littlerock Clinics, if they are registered for mail order, their prescriptions will be mailed out next business day and delivered by FedEx ground service.

PROCEDURE:

A. Patient calling-in the refills:

1. Patient access the Refill Line by calling: **(800) 500-1853**. This number is active 24 hours a day.
2. Patient can select either English or Spanish when responding to the initial voice mail prompt.
3. Patient is asked to provide the following information:
 - a. The 10 digit prescription number
 - b. Press "1" if the first few letters of the last name are correct.
 - c. Enter the 10-digit telephone number, or enter the number 5 ten times (5555555555) if patient does not have a telephone number.
 - d. Press "1" if the telephone number is correct.
 - e. Press "1" if patient wants to refill another prescription or "2" if patient is finished ordering refill.

The system will automatically notify patients if they are out of refills or if it is too soon for their refill.

Refills for all medications can be processed up to 7 days in advance. However, refills may be done earlier occasionally, in case of emergencies or extenuating circumstances, as deemed necessary by a pharmacist.

B. Preparing packages for shipment:

For patients who are registered for the mail order, their names and addresses are on the updated mail order list. Pharmacy technician will prepare the shipping label and tracking number on the FedEx website after verifying that all patient's information are correct in the e-refill website.

- Verify if patient is qualified for mail order in the e-refill website:
 1. Enter MRUN #, find patient.
 2. Check Affinity address and patient provided address, refill by mail: "YES"
 3. Make sure that shipment goes to patient provided address if it is different from Affinity address.

- Log in FedEx.com, shipping:
 1. Enter patient's address and phone number and fill out all required information,
 2. Choose Fed Ex ground, home delivery; enter package size, value, and weight.
 3. Get the tracking number, print label to attach to the package.

- Go back to e-refill:
 1. Enter date of shipment and tracking number,
 2. Status closed,
 3. Updated order.

Medications filled and label prepared ready to be shipped are checked by pharmacist prior putting in the bubble bag or box for the FedEx deliveryman to pick-up every day before 2pm.

Pharmacy technician must include in each package a notice to patients to call 1-661-471-4100 and talk to a pharmacist for consultation if they have any questions.

A copy of the tracking number is attached to the Rx and kept in the pharmacy.

Package shipped can be tracked by the tracking number at FedEx website to see when it is delivered.

Approved By: Romina Panoussi (PHARMACY SERVICES CHIEF II)	
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Supersedes:	