



Filling a Prescription

To Fill a Prescription (the medicine your doctor ordered)

- Fill your prescription at the pharmacy or drugstore as soon as you can and start taking the medicine right away.
- Make sure the pharmacist knows all the medicines you take, including over-the-counter medicines like Tylenol or cold medicine.
- You may need to pay something (co-pay) to get your medicines.
- Ask questions to be sure you understand how to take your medicine and know what side effects to watch for. Don't sign for your medicine until you understand.
- If the pharmacy does not have the medicine your doctor has ordered or your insurance doesn't cover it, ask the pharmacy to call your doctor to discuss options.
- Make sure you are given the correct medicine.



Refilling a Prescription (getting more of the same medicine)

- Know how you will order your refill:
 - **In person** - go to the pharmacy.
 - **By phone** - call the phone number on your medicine bottle to order a refill. You might get a recording that prompts you to press your prescription number and the time and date you will pick up your refill.
 - **By mail** - some insurance companies have mail-order choices that provide a three-month supply. If you want to use this option, you will need to ask your doctor to include a three-month supply on the prescription order. This may be cheaper.

When to Get Your Refill

- Keep track** (use a calendar, a pill sorter, or other reminder) of when you need to get refills to avoid running out and missing a dose of medicine. Missing doses can be bad for your health.
- Check the label** on your medicine bottle to see how many refills you can get before your doctor will need to give you a new prescription.
- Start your refill request about a week before running out of your medicine.** This routine will allow time to resolve any problems you may run into, such as insurance authorization, physician contact, or pharmacy supply.
- Plan ahead: you may need your refill sooner than expected** (for example, if your dose changes or you need an extra supply to bring on vacation).

(Turn over for more tips and examples on filling a prescription)



When Filling a Prescription

Pharmacy Name _____

Phone Number _____



Be ready to provide:

- ✓ Your name
- ✓ Name of medication
- ✓ Doctor's name
- ✓ Your insurance information
- ✓ Your prescription number (if refill)
- ✓ Date and time you will pick up your prescription

Here is an Example Script for Getting a Prescription

YOU: "Hello, I need to fill this prescription." *(Give the prescription to the pharmacist)*

Pharmacist: "What is your name?"

YOU: "My name is _____." *(State your full name)*

Pharmacist: "What is your birthdate?"

YOU: "---- / ---- / ----." *(State month/day/year of your birthdate)*

Pharmacist: "What is your insurance information?"

YOU: _____. *(Give your information from your insurance card)*

Pharmacist: "The prescription will be ready in 15 minutes. When will you pick it up?"

YOU: "_____." *(State preferred pick up time)*

Pharmacist: "Do you have any questions?" (Examples: "Do I need to take this medicine with food? How long should I take this for? Are there side effects I should be aware of?," etc.)

YOU: "_____."

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