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

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: “__________________________.”