







Pharmacy Information

Pharmacy	
Pharmacy Name	Pharmacy Phone
	
 Contact	
 Doctor's Office (for refills)	
Allergies	
Notes	

Insurance
Plan Name
Effective Date
 Address
 Phone
Notes

Insurance
Type
Effective Date
 Address
 Phone
Notes

Date

Refilling Medication

How do you receive your medication?

- Medication bottles Blister packs Pre-filled pillbox

How to Refill Your Medication

- Call for a refill. Be prepared to tell the pharmacy your name, date of birth and insurance information. Keep your pharmacy information tool (page 16) handy.
- Arrange for medication delivery or transportation to the pharmacy.
- Pick up your medications. If you have questions ask the pharmacist.
- Check your medications. Do they look different than they normally look?
- Fill your pillbox.

Prescription Refills: Barriers and Solutions

	Solution
No refills left	<ul style="list-style-type: none">• Call your doctor or clinic.• Ask if he/she can renew the prescription.• Try to call for a new prescription at least two weeks before it runs out.
Your insurance changed and no longer covers the medication	<ul style="list-style-type: none">• Contact your doctor provider.• Ask him or her to submit a Prior Authorization form to the insurance company.• Once your medication is authorized order refills.• If it is refused by the insurance company, you may have to switch drugs.
Your insurance plan expired	<ul style="list-style-type: none">• To apply for Medicaid, fill out the Medicaid Application and either make an appointment with your local department of social services or fill out the application at a facilitated enrollment site.• If your medication will run out in less than a week, go to your hospital's benefits office or the hospital affiliated with your clinic to see if you can get a few days of medication for free.• If this doesn't work, call your doctor. He or she may be able to help get the medication.

Prescription Refills: Barriers and Solutions (cont.)

Barrier	Solution
The pharmacy is out of your medication.	<ul style="list-style-type: none">• Ask your pharmacy to order it. Remember to get refills before you run out.
You can't pick up your refills.	<ul style="list-style-type: none">• Contact the pharmacy and ask if they can deliver or mail the medication.• See if a friend or family member can pick it up before you run out.
You can't afford the co-pay.	<ul style="list-style-type: none">• Contact your Patient Navigator.
Your pharmacy gave you the wrong medication.	<ul style="list-style-type: none">• Return it right away and talk to the pharmacist.
The person to whom you feel comfortable talking with at the pharmacy is out for the week.	<ul style="list-style-type: none">• Contact your Patient Navigator.