

▶ **Civilian Prescriptions**

USAAMC Pharmacy fills prescriptions written by civilian providers if we carry the medication on our formulary. The formulary is a document listing all of the medications that we stock. Although there are thousands of drugs on the market, we only have room to stock a portion of them. For example, while there may be a hundred medications (or more!) to treat high blood pressure, we are only able to stock a portion of them.

The physicians who work at USAMMC decide which medications they want to use here and vote to put them on the formulary. We cannot substitute the medication your doctor prescribed with a medication on our formulary unless your doctor agrees to the change. Also, we encourage civilian doctors to authorize generic substitutions; failure to do so may prevent us from providing service to you. If you have questions regarding the availability of the drug from your civilian provider, please call 334-255-7178.

▶ **Refill Policies**

Patients must use the refill call-in service for prescription refills. This is **mandatory** in order to avoid waiting in refill lines. Refills may be picked up at the USAAMC Pharmacy refill window. The mandatory prescription refill policy provides an opportunity for the pharmacy to better serve our beneficiaries. Utilizing the phone-in refill service allows us to distribute the prescription workload throughout the day. Prescription refills can be filled quickly and accurately during non-peak hours of operation. Patients can go directly to the refill window and their medication will be ready. Additionally, this allows more time for you to talk to the pharmacist if you have any concerns or problems with your medications.

▶ **Dispensing Policies**

Most chronic medications can be filled with up to a three-month supply if your physician deems it appropriate. Prescriptions over one year old from the date they are first written

are considered expired and require a new prescription. You will need your military ID card to pick-up your prescription.

Thank you in advance for your cooperation and understanding.

▶ **Medication storage tips:**

- Keep all medications out of the reach of children.
- Keep out of direct sunlight.
- Do not store medications in the bathroom, most are hot and steamy, and heat and moisture are detrimental to many drugs.
- Do not take medications out of their original container.
- Never put medicine in a container labeled for another medicine.
- Do not save old prescription medicines.
- Never take someone else's prescription medication.
- Finish the entire prescription for antibiotics, even if you're feeling better before then.