

Electronic Prescription Procedures

- If you know that your doctor has sent over electronic prescriptions (E-Prescriptions), and you would like to pick them up on the same day, please call 904-244-4020 to speak with a staff member. Our staff will provide you with a pick up time depending our workflow and your need.
- Otherwise, all E-Prescriptions will be made ready for pick up on the next business day.
- All controlled substance prescriptions must still be printed and signed by the doctor. You will have to bring to the actual prescription to the pharmacy.
- E-prescriptions that are too soon to be filled will be placed on hold on your medication profile. Please call us to obtain the Rx numbers in order to call into the refill system when they are due.
- Please continue to use the automated refill system to request your refills. This information only applies to new prescriptions sent electronically.
- We strongly encourage you to sign up to receive text message reminders when your medications are ready for pick up. Our clerk or technician can sign you up at your next visit. You can print the Text Message consent form and fill it out ahead of time if you would like. [Click here for the form.](#)

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