

## Ambulatory Pharmacy Refill Call-in System

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To better assist you, here are some Frequently Asked Questions about our refill call-in system:

**1. Question: When can I use the Refill Call-In System?**

Answer: You can use the refill system 24 hours a day, 7 days a week, by calling **904-244-3333** or **904-244-4020 (Main line)**.

**2. Question: When can I call in my refills?**

Answer: For regular medications, you can call 3 to 5 days before the actual due date (1 day for controlled substances and gabapentin) – unless there are insurance limitations.

**3. Question: Why were my refills not processed?**

Answer: Common reasons may be 1) your UF Health financial rating has expired, or 2) medications were too early to be filled, 3) Your prescription has expired, or 4) Your prescription did not have a refill. Unfortunately, because this is an automated system, so it may not be able to notify you of the reason.

**4. Question: When can I pick up my refills?**

Answer: When using the system, please follow the prompts until the end and the system will give you a specific pick-up date and time.

**5. Question: How can I know that my refills are done?**

Answer: You can check the status by calling 244-3333 and selecting option 3 – then enter the Rx numbers you would like to check. Please do not try to call in the refill twice. To be notified by text message or email when your medications are ready for pick-up, please fill out the Text Notification consent form (see a staff member to sign up).

**6. Question: How long are my prescriptions kept on the shelf?**

Answer: Per insurance rules, medications not picked up within 10 calendar days will be returned to stock and refills are credited back to the patient's account.

**7. Question: I have a prescription on hold – how can I get the Rx number to call in my prescription?**

Answer: Please call our pharmacy during business hours 244-4020, and a staff member can provide you with the Rx number.

**8. Question: Can I ask someone to put in my refills over the phone?**

Answer: The quickest way to put your refills in may be to call them into the automated refill line. However, if you need assistance with this, you can call to speak with a staff member.

**9. Question: Can I use Epic MyChart online to order my refills?**

Answer: No. When you order “refills” using Epic MyChart online, you are requesting a new prescription from your doctor's office. This does not mean you are ordering refills to be done by our pharmacy. To call in refills into our pharmacy, please use the 904-244-3333 number.

## How to read your prescription label

**SHANDS Jacksonville  
AMBULATORY PHARMACY**

655 West 8<sup>th</sup> Street  
Phcy: 244-4020

Jacksonville, FL 32209  
Refill Call In: 244-3333

★ Caution: Federal law prohibits transfer of this drug to any person other than patient for whom prescribed

- ❶ Rx# 6124480  
JOE SMITH
- ❷ 01/01/1954  
01234567
- ❸ TAKE 1 TABLET BY MOUTH DAILY AS NEEDED
- ❹ Ibuprofen 400 mg Tablet
- ❺ QTY: 30
- ❻ 3.00 Refills left until 1/12/16
- ❼ Discard by: 04/20/16
- ❽ 04/20/15
- ❾ MFR: WATSON
- ❿ ORIG: 01/12/15
- ⓫ Ronald Jones, MD

❶ Prescription Rx number: used to order refill & check status of order.

❷ Medication name, strength and directions

❸ Quantity of medication in this fill

❹ Number of refills left and date that refills will expire (usually 6 months or 1 year from Original date)

❺ Date to discard the actual medication

❻ Date our pharmacy filled your Rx: used to determine date of next fill

❼ Your date of birth (DOB) and hospital Medical Record Number (MRN)

❽ Manufacturer of medication

❾ Original date on prescription: used to calculate Rx expiration date

⓫ Prescriber of medication

★ This statement means that it is against Federal law to share your medication with another person. It is also a safety issue, because that person could be allergic to your medication or experience serious drug interactions due to the medications they already take.