How Do I Refill My Refrigerated Medication?

There are some medications that must be kept refrigerated. Sometimes these medications (like insulin) can be put in styrofoam with a cold pack and mailed to you. Other times, this is not possible.

There are three ways to refill your refrigerated medication:

1. Call (602) 222-6598 in Phoenix, or 1-800-359-8262 outside Phoenix. Your refrigerated medication will be packaged in styrofoam with a cold pack and mailed directly to you. If your refrigerated medication can not be mailed, a person from the pharmacy will contact you by mail or phone. Please make sure your address and phone number listed is correct.

2. Call (602) 200-2379. Your medication will be ready to pick up after 2 working days. When you come to pick up the medication, make sure to say that the medication is refrigerated.

3. Ask at the pharmacy window and your refrigerated medication will be filled while you wait.

How Do I Refill My Medication?

Medications are not sent automatically.

Order your medication refill as soon as you receive your medication in the mail. This will ensure your next medication refill will arrive before you run out of the medication.

To order your refill by telephone:
Call (602) 222-6598 in Phoenix area, or call 1-800-359-8262 outside Phoenix.
- You will need the number from the most recent medication bottle.
- Use a touch tone telephone and follow the voice instructions.

To order your refill by mail:
- Sign and date the refill slip that you get with each medication.
- Mail the refill slip to the pharmacy with the address label provided.

To order your refill on the Internet:
- http://www.myhealthvet.va.gov/
- Click on: Go to my Health e Vet

If you have not already done so, you will need to sign in by creating a User ID and a password. After that, follow the steps to order your medication.

When your medication is expired or you do not have anymore refills:
Please call the VA Help Line at (602) 222-6550 (in the Phoenix area) or 1-888-214-7264 (outside of the Phoenix area). Please select ‘Option 1’ and leave a message for your provider.

When your narcotic or controlled medication does not have any more refills or has expired:
Call (602) 200-2378 and leave your information on the voice mail. The pharmacy will forward the information to your provider for consideration.

Understanding Your Medications
Understanding Your Medications

It is important to understand how to take your medications to avoid problems you might have with those medications.

- ALWAYS ask if you have questions or concerns about your medications.
- ALWAYS read the label that comes on your medication bottle.
- ALWAYS carry your medication list with you and bring it to all your hospital or clinic appointments.
- Each time you have a medication changed, you should receive an up-to-date list of all your medications.

This medication list should have:
- All your VA medications
- Medications you may get from a provider outside the VA
- Vitamins
- Herbal and nutritional products
- Medications you may buy from your local pharmacy without a prescription (like aspirin)

What is “Medication Reconciliation”?

Medication reconciliation is a “medication review” that is done during every appointment with your provider. Your provider will need a full list of all your medications.

When you check in for your appointment you will get a list of your medications:
- Make sure you check this list before you see your provider.
- Write in any medication changes on that list and give it to your provider during your appointment.
- Your provider will review this list and make any changes to your medication list while you are seen.
- When you check-out, you will then get a new updated medication list that you can take home with you!

Medication Counseling

Medications can be hard to understand. Your pharmacist can help answer your questions.

Your pharmacist will tell you:
- Why you are taking the medication
- How best to take the medication
- Possible side effects you may have from that medication
- If there are any problems with taking this medication together with your other medications

You will be told if the medication will be mailed or if you should pick up the medication at the pharmacy.

Remember

Always read the label on your medication bottle AND ask if you have any questions!

Can I Pick Up My Medication Today?

All medication refills will be mailed to you.

New medications or medication changes that you must start right away can be picked up the same day at the pharmacy—AFTER you talk with the pharmacist.

Medications are only kept in the pharmacy for two days.

Do not forget to pick up your medication!

PLEASE make sure to tell us if you move OR if you are staying somewhere else. This can easily be done by calling (602) 277-5551 Ext. 1-6508.