

SHIFT SCRIPT: FILLING A PRESCRIPTION

This document will help guide you through calling your pharmacy to refill a prescription. While often you will be able to refill your prescriptions online or through an app, there may be times when you may need to speak to someone at the pharmacy. Examples include issues with refilling your prescription, needing clarification, or questions about co-pay, etc.

Step 1: Introduction

Dial the pharmacy's phone number, which is usually printed on your prescription or available on their website. You may need to follow phone tree prompts to speak to someone at the pharmacy.

When someone answers the call, you can say: "Hello, my name is [Your Name]. I have a prescription that needs to be refilled, and I was hoping you could assist me with the process."

Step 2: Provide Necessary Information

Be ready to provide the following information:

Your full name

Date of birth

Name of the medication you need to refill

*Note: Each time a new prescription is sent, the prescription number will change. Be sure to refill from the *most recent* prescription sent. If a prescription is expired or out of refills, asking the pharmacy representative if a new script is available will typically be much faster than reaching out to the clinic to ask for a new prescription to be sent.

Step 3: Confirm Prescription Details

If you are unsure if the person you are speaking with has the right medication, you can ask: "Could you please verify the details of the prescription you have on file for me? I want to make sure we're discussing the correct medication."

Step 4: Request Prescription Refill

Now, you can request the refill: "I would like to refill my prescription for [Medication Name]. Can you please process the refill for me?"

Step 5: Inquire About Pickup or Delivery Options

Depending on your preference and the pharmacy's services, you can ask: "What are my options for picking up the medication? Can I opt for delivery, and if so, is there a delivery fee?"

Step 6: Check Prescription Ready Time

Ask about the estimated time it will take for the prescription to be ready: "When can I expect my prescription to be ready for pickup or delivery?"

Step 7: Ask About Insurance Coverage and Cost

If you are unaware of any potential costs, inquire about insurance coverage and co-payments: "Can you confirm if my insurance covers this medication? What will be the co-payment or out-of-pocket expense for this refill?"

Step 8: Verify Pharmacy Location

If necessary, double-check the pharmacy's contact information for future reference: "Could you please confirm the address of this pharmacy? I want to make sure I have the correct details."

Step 9: Thank the Pharmacy Representative

Finally, express your gratitude for their assistance: "Thank you for helping me with the prescription refill. I appreciate your time and service."

That's it!

If needed, keep a record of the conversation, including the date and time of the call, the name of the pharmacy representative you spoke with, and any important details discussed. This way, you can refer back to it if needed and keep track of your prescription refills.

If you have any other questions or concerns, don't hesitate to reach out to the pharmacy for clarification. They are there to assist you with your healthcare needs. Good luck with your prescription refill!