



Telephone Prescription Refills

No More:

- Waiting In Line
- Parking Hassles
- Paying for Postage/Gas



Use the Pharmacy Telephone System to:

- Refill ongoing medication
- Check status of medication
- Receive a listing of your appointments by date and time

NOTE: A Touch Tone Telephone is Required

Telephone Refill Numbers:

<p>Outside Portland/Vancouver  800-949-1004 Ext. 55201</p>	<p>Portland  503-273-5201</p>	<p>Vancouver  360-696-4601 Ext. 55201</p>
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Steps to Refill Medications

Before coming to the phone, have your most current prescription bottle(s) at the phone with you. Check the examples of medication labels to help you locate the Rx number (prescription number).

Step 1: Dial appropriate number (page 1)

Step 2: Listen, then enter the full social security number followed by the # sign

Step 3: Listen, then press 2 for Pharmacy Options

Step 4: Listen, then press option 1 to fill your prescription

Step 5: Listen, then enter your prescription number. Follow with the # sign.

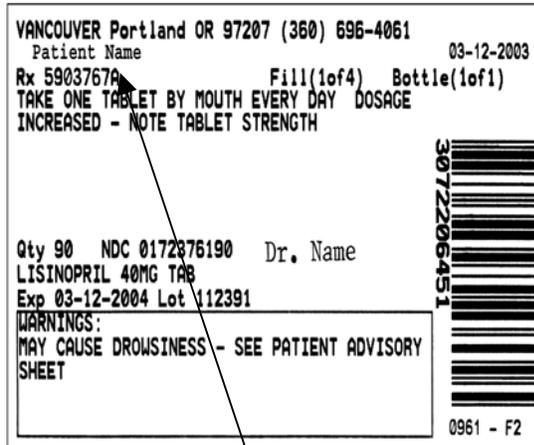
***Do not enter letter at the end of the prescription numbers.**

If you have multiple prescriptions and receive a message telling you that one cannot be refilled, continue with the other refills, putting this unfilled prescription aside.

When all others are entered, press 8 for customer service to address the un-filled prescription.

If you will run out of a medication before your next appointment, or if you have any other questions, press 8 to speak to customer service.

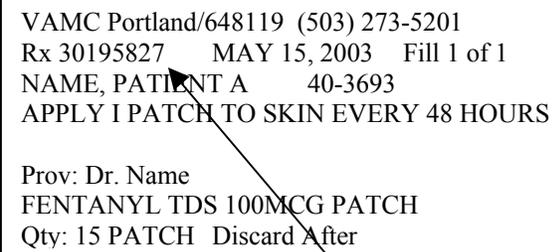
Mailout Label



VANCOUVER Portland OR 97207 (360) 696-4061
Patient Name _____ 03-12-2003
Rx 59037679 Fill(1of4) Bottle(1of1)
TAKE ONE TABLET BY MOUTH EVERY DAY DOSAGE
INCREASED - NOTE TABLET STRENGTH
Qty 90 NDC 0172376190 Dr. Name _____
LISINOPRIL 40MG TAB
Exp 03-12-2004 Lot 112391
WARNINGS:
MAY CAUSE DROWSINESS - SEE PATIENT ADVISORY SHEET
0961 - F2

**RX
Number**

Portland, Vancouver Label



VAMC Portland/648119 (503) 273-5201
Rx 30195827 MAY 15, 2003 Fill 1 of 1
NAME, PATIENT A 40-3693
APPLY 1 PATCH TO SKIN EVERY 48 HOURS
Prov: Dr. Name _____
FENTANYL TDS 100MCG PATCH
Qty: 15 PATCH Discard After _____

**RX
Number**

REMEMBER: As soon as you receive your medication, please re-order again immediately so it will be sent to you before you run out.

Check the Status of your Rx:

Dial appropriate phone number listed for your area.

- ☑ **Step 1**: Listen, then enter your full social security number followed by the # sign.
- ☑ **Step 2**: Listen, then press 2 for Pharmacy options
- ☑ **Step 3**: Listen, then press 2 for the Status of your prescription
- ☑ **Step 4**: Listen, then enter your Rx number. (See label examples for placement of number).
- ☑ Press 8 if you need customer service

Receive a listing of your appointments by Date/Time

- ☑ **Dial** the phone number listed for your area
- ☑ **Listen**, then enter your full social security number, followed by the # sign
- ☑ **Listen**, then press 1 for appointment information
- ☑ **Press 9** if you need to speak to customer service