

VA



U.S. Department of Veterans Affairs

Veterans Health Administration

Erie VA Medical Center

ERIE VA MEDICAL CENTER

Pharmacy Guide

Erie VAMC Pharmacy:
814-868-8661 Press 1

Automated 24-Hour Refill Line:
814-868-6284

Refill Online:
www.myhealth.va.gov





OUTPATIENT PHARMACY

Located on the 1st floor of the Erie VAMC.

The Erie VAMC Outpatient Pharmacy is for **new, partial, or emergency prescriptions** only. Full prescription refills will be mailed.

Hours of Operation:

Monday-Friday
8:00 a.m. – 6:00 p.m.

Weekends
8:00 a.m. – 4:00 p.m.

Holidays
8:00 a.m. – 4:00 p.m.



Rx Text Message Alert*

If you are picking up a prescription from the outpatient pharmacy, you will receive a text message when your prescription is ready.

*This feature will begin automatically for all patients who have a valid cell phone number on file with the VA.

You have (1) prescription ready at your VA pharmacy. Prescriptions not picked up within 3 days will be mailed.

Reply STOP to end texts.

MEDICATION REFILL INSTRUCTIONS

Request refills at least two weeks before you run out of your prescription.

Prescription refills are processed through the Consolidated Mail Outpatient Pharmacy (CMOP) located out of Chicago. **Please allow 7-14 business days for your medication to be delivered.**

CONVENIENTLY REFILL YOUR VA PRESCRIPTIONS REMOTELY



Via Phone

Automated 24-Hour Hotline:

- 814-868-6284
- 814-868-8661, press 1
- (toll free) 800-274-8387, press 1



Using the Rx Refill App

You can request refills of your refillable VA prescriptions, track VA prescription deliveries, and view VA prescription history from the convenience of your mobile device with the Rx Refill app. Learn more at mobile.va.gov/app/rx-refill.



Online with My HealtheVet

Through My HealtheVet, VA's online patient portal, you can request refills of your refillable VA prescriptions, track VA prescription deliveries, and view VA prescription history online. Get started at myhealth.va.gov.



Through the Mail

A **refill request form** comes with every VA prescription filled. To refill your prescription by mail, complete the request form and mail it to your VA pharmacy at the address listed on the paperwork that arrived with your prescription.

If you forget to refill your prescription on time, or if your prescription is no longer refillable, please contact the **Erie VAMC Pharmacy at 814-868-8661, press 1** or use **My HealtheVet's Secure Messaging** to contact your VA care team.

Remember to verify that your mailing address on file with VA is accurate. If you need to make a change, please visit va.gov/change-address.

HELP US BEST SERVE YOU

If you are a patient at one of the Community Based Outpatient Clinics (CBOCs) your prescriptions will be mailed to you.

Please reorder your refills online, by phone, or by mail at least two weeks before you run out. Your cooperation refilling your prescriptions this way allows us to serve your fellow Veterans who require new, discharge or urgent prescriptions promptly.

Tell your provider if another doctor has prescribed new medications or has changed the dose of medications you are taking.

You **must show a valid photo ID** when picking up your medication.

NEW! TEXT MESSAGE REFILL REMINDER

Receive a text message reminder* when it's time to refill your prescription.

The message prompts you to refill your prescription using one of two options. This notification is sent out 14 days before you are set to run out of the medication. You can opt out of the service by replying "STOP" to the message or by speaking to a Pharmacy team member.

*This feature will begin automatically for all patients who have a valid cell phone number on file with the VA.

This is your VA pharmacy reminding you that your medications starting with LIT, PRA SOD, MEC, and CLO are due to be refilled. Call 888-295-4842 or visit www.myhealth.va.gov



Track your mailed prescriptions

Know when your mailed prescriptions will arrive!



Sign up for a My HealtheVet account at:
www.myhealth.va.gov

With an advanced account, you can virtually refill and track your VA prescriptions online. Log onto www.myhealth.va.gov and create an account if you do not already have one.

The Rx Refill app provides a native mobile interface for the Rx Refill feature found within My HealtheVet.

Need Help or Have Questions?

Contact the Help Desk online by selecting:
Contact MHV tab in My HealtheVet

Call the Help Desk:
Monday – Friday | 7:00 a.m. – 7:00 p.m.
877-327-0022 or 800-877-8339



ACCESS USING
YOUR COMPUTER
www.myhealth.va.gov



ACCESS USING
YOUR SMART PHONE
www.mobile.va.gov





ACCESS USING
YOUR COMPUTER



TWO EASY WAYS TO:

- Request a refill
- Track prescription delivery
- View VA prescription information
- View images of your VA medication
- View additional VA prescriptions in your package
- See past shipments of VA prescriptions
- Review VA prescription history



ACCESS USING
YOUR SMART PHONE



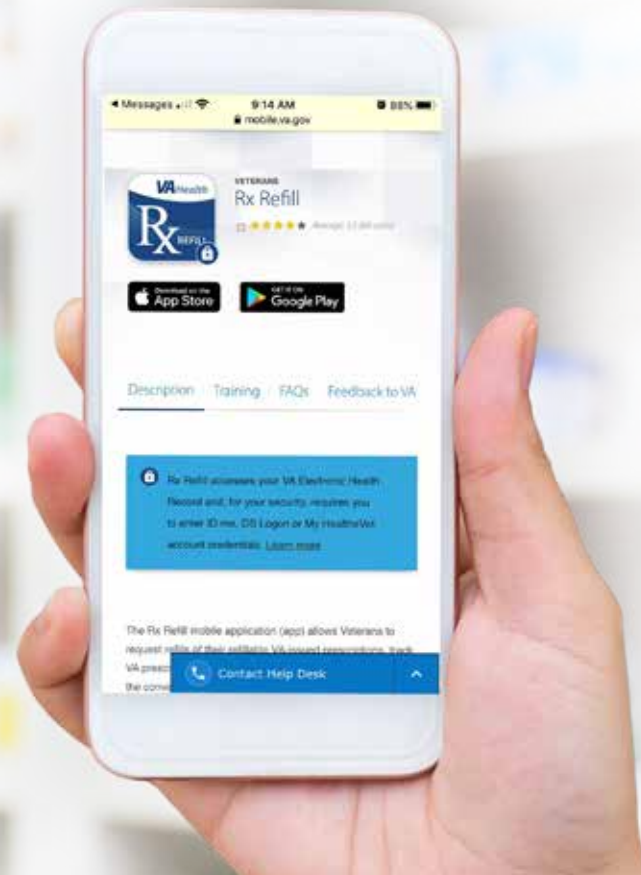
With an advanced account, you can virtually refill and track your VA prescriptions online. Log onto www.myhealth.va.gov and create an account if you do not already have one.

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