



## Important Information about Prescriptions at Mann-Grandstaff VA Medical Center

*On Oct. 24, 2020, Mann-Grandstaff VA Medical Center will be moving to a new electronic health record (EHR). As we move to the new EHR, there are important dates and times that we want you to be aware of as they impact how you can renew and refill prescriptions for the week of Oct. 19.*

Prescription Refill/Renewal Through:	Available Until:	After Oct. 24:
My HealtheVet	<ul style="list-style-type: none"> <li>Oct. 19 at 9 p.m. for <u>renewals</u> (medication that needs authorization by the provider)</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>Oct. 21 at 9 p.m. for <u>refills</u></li> </ul> <p><b>** Call Center available at 509-434-7011 to assist you with your prescription needs after these times.</b></p>	<ul style="list-style-type: none"> <li>Use My VA Health for all medications dispensed through Mann-Grandstaff's pharmacy.</li> </ul>
Automated Refill Line (also known as AudioCare)	<ul style="list-style-type: none"> <li>Oct. 19 at 9 p.m. for <u>renewals</u></li> <li>Oct. 23 at 6 p.m. for <u>refills</u></li> </ul> <p><b>** Call Center available at 509-434-7011 to assist you with your prescription needs after these times.</b></p>	<ul style="list-style-type: none"> <li>Will become available again on Oct. 24.</li> <li>Phone number will not change.</li> </ul>
Call Center (509-434-7011)	<ul style="list-style-type: none"> <li>On Oct. 23, the Call Center will be accepting urgent refill and renewal requests. If non-urgent, please call back on Oct. 26.</li> </ul>	<ul style="list-style-type: none"> <li>Call Center will be accepting refill and renewal requests starting on Oct. 26.</li> </ul>

<https://www.ehrm.va.gov/>