

# Tips for Using the VA Pharmacy

Veterans have several options to manage their pharmacy needs and stay current with their medications.



## Reduce waiting time to receive prescription refills:

Reorder your next prescription the day you receive your current one. Don't wait for doses to run low. This allows pharmacists to check with providers to ensure refills are available if prescriptions have expired. It also allows plenty of time for delivery of medications before doses run low.

Use one of the following four options to refill your prescriptions: **1) with your provider at the time of your visit, 2) by phone, 3) by mail, or 4) online.** New prescriptions, if needed on the day they are issued by your provider, can still be filled at the outpatient pharmacy window at the Clarksburg VA Medical Center.

### REFILL BY PHONE

- Step 1** Call the VA at **304-623-3461 or 1-800-733-0512.** Once the greeting prompts you, choose **1** for Pharmacy.
- Step 2** Next, choose **1** again for Automatic Refills (or you may choose option **2** if you would like to speak to a pharmacy representative for assistance)
- Step 3** Enter your full nine-digit Social Security number followed by the **#** (pound) sign.
- Step 4** Enter your eight-digit date of birth (using this format: MMDDYYYY) followed by the **#** (pound) sign. Phone number verification may be required if you have not used the system recently.
- Step 5** Choose option **2** for Pharmacy Prescriptions.
- Step 6** Press option **1** to refill a prescription (press option **2** if you want to check on the status of your prescription refill).
- Step 7** Enter your prescription number, followed by the **#** (pound) sign.

If at any time you need to speak directly with a Pharmacy staff member, press **8**.  
*All refills ordered by phone will be mailed directly to the Veteran's home address.*

### REFILL BY MAIL

If a Veteran gets an initial prescription from the Clarksburg VA Medical Center and is eligible for refills, he or she will be issued a refill request form and a return mailing label with their prescription. Simply fill out and sign the refill slip and use the label provided to mail the slip back to our outpatient pharmacy:

**Pharmacy Service**  
**Louis A. Johnson VA Medical Center**  
**1 Medical Center Drive**  
**Clarksburg, WV 26301**

*Please **allow 14 days** for processing if you mail in your prescription request.*

## MEDICATION MANAGEMENT FOR INPATIENTS

Please do not bring your medications to VA medical centers when being admitted. Veterans being admitted through the Emergency Department or during planned inpatient stays will not be permitted to keep bottles of medications they bring from home. We cannot accept medications for storage during your time as an inpatient, especially if the medicines are controlled substances. Our electronic health record keeps a current list of medications that can be given to you as an inpatient, so it is not necessary to bring them into the medical center.

### REFILL ONLINE

The VA's My Health<sup>e</sup> Vet program offers a secure online prescription refill service. The refill is sent directly to your home. To access the prescription refill service, users must register for the My Health<sup>e</sup> Vet patient portal at [www.myhealth.va.gov](http://www.myhealth.va.gov) (and have a premium level account to access patient health information).

### DON'T RUN OUT! – BE PROACTIVE

To receive your medications on time, your request must be received by the pharmacy at least 14 days before your medicine running out. *It's best to order your refills as soon as you receive your medication in the mail so that the next refill will be shipped to you before you are scheduled to run out.*

### NO REMAINING REFILLS?

1. If your primary care team ordered your medication:
  - Contact your team at the telephone number provided on your Clinic Contact Sheet.
  - Use the Secure Messaging feature on the [My Health<sup>e</sup>Vet](#) online service to send a message to your primary care team.
2. If the medication was prescribed by a specialist, contact the specialty provider listed on the prescription label.
3. Call the Nurse Triage Line for the Clarksburg VA at **304-623-3461, ext. 3690**.

### NEW PRESCRIPTIONS

If you were seen by a non-VA provider and need a new prescription, please obtain the documentation and/or records from your non-VA provider's office and then contact your VA primary care team nurse.

### PRESCRIPTION COPAYS

If you have any questions about prescription copays or charges, please contact a billing representative at **304-623-3461, ext. 3703, or option 5**.

### MEDICATION SAFETY

Please note each prescription is handled with individual care and concern. To maintain accuracy, the VA Pharmacy staff uses state-of-the-art technology and system safety checks.