

Patient Education

Pharmacy Services



How to Obtain Medicine Refills

This handout explains how to obtain a refill of your medicine. It shows where to find the information you need on the prescription label to order a refill online or by phone. Once you order your refill, you can have it mailed to you or pick it up.



You will click on this icon when you go online to order a refill.

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1. The prescription number.

2. The date of your current prescription refill.

3. The number of refills left on your prescription.

4. UWMC patient number (also called your U number)

5. The doctor who prescribed the medicine.

6. The expiration date of the drug inside the container.

7. The date of your original prescription.

UH OUTPATIENT PHARMACY
1959 N.E. PACIFIC STREET, SEATTLE, WA 98195
ALLOW 48 HOURS FOR REFILL Phone: 206-598-4363

Rx: **A1324450** ID No: **9699999**

Date: 09/14/07 Dr: TEST, B MCISPROV

TEST, PATIENT A
TAKE ONE (1) TABLET EVERY
SIX (6) HOURS AS NEEDED

ASPIRIN **EC 325MG TAB** Y

QTY: 30 EA Discard by: 09/13/08
Refill: 0 Times RPh:JWV \$ 4.50
06-20-1972 Orig Date: 09/14/07 2

Sample prescription label.

Before You Place Your Order

- Make sure you can find all of the numbers you will need before you call or go online.
- The prescription number is in a light green shaded box on the label. (See callout #1 in the sample label above.)
- To have your prescription mailed, you will need to fill out an enrollment form. To obtain an enrollment form, call 206-598-4363, press 2 and then press 1. Ask for an enrollment form, which will be mailed to you.

To Order a Refill by Phone

1. Call 206-598-4363, Monday through Friday. Call at least 48 hours before you plan to pick up your medicine or run out.
2. Press 2 for the refill message line.
3. You will be prompted to press 1 if you want your prescription mailed and 2 if you want to pick it up.

Questions?

Call 206-598-4363

Your questions are important. Call your doctor or health care provider if you have questions or concerns. UWMC clinic staff are also available to help at any time.

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4. You will then be prompted to leave a voice message, giving your name, prescription number, hospital card number, phone number, and address, if needed.

To Order a Refill Online

1. Go to www.uw.medicine.org/patientcare/pharmacy/.
2. Click on **Patient Services Online Rx Refill Request** icon (see graphic on first page).
3. Under **Select a Pharmacy**, choose UWMC Outpatient Pharmacy.
4. Fill in your information and submit your request.

Plan Ahead

Allow 48 hours for your refill request to be processed for pick-up. Allow 10 days to receive your refill request by mail. Some of the reasons we need time to process your request include:

- If there are no refills left on your prescription, we need 2 business days to contact your doctor or clinic for authorization of your refill.
- We might need to order the medicine if we do not carry it or our supply is low.
- Some medicines are prepared in the pharmacy and it takes time to make them (this process is called *compounding*).

When We Cannot Refill a Prescription

We will not be able to refill a prescription if it is:

- From an Emergency Room doctor.
- Not allowed to be refilled by law, such as a Schedule II narcotic.
- Transferred by an outside pharmacy.
- From a provider who is not a UW physician.
- Expired. By law, there are some medicines that expire in 6 months, others that expire in 1 year, and some that cannot be refilled at all.

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