Need a Prescription Medication Refilled?

Choosing the best refill option for you:

Has your doctor included refills on your prescription? Check the label. If the label shows a number next to the "refills" section, that's how many times you can get more of your medicine without going back to see your doctor or health aide.

In person:

Go to the Kanakanak Pharmacy.

By phone:

- If you have a health aide in your community Call and she/he will check if you have any refills available/left. If current, the health aide will order medication, if not current, the health aide will call the patient to be seen and to consult with a physician to determine if refilling is an option.
- Call the Pharmacy 1-907-842-9235 (<u>listed on your medication label</u>). This is a direct line to the Pharmacy Department. If staff are busy then this number may be routed to voice mail to leave a message.
- Call the main Kanakanak Hospital number during office hours, 1-907-842-5201 or 1-800-478-5201 and ask to be connected to the Pharmacy Department. You will be routed to the 842-9235 number.
- Call the automated refill line (<u>listed on your medication label</u>) at 1-907-842-9402 or toll free from outside Dillingham 1-877-842-9402 (to use you will need your <u>chart number</u> and <u>prescription (RX) number which can be found on your prescription label</u>).

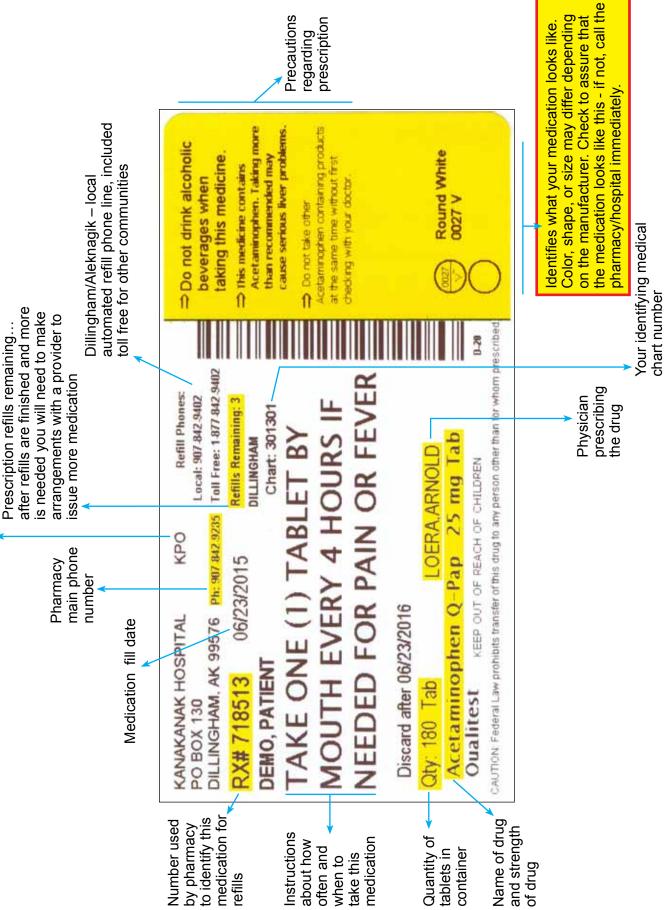
You should know:

- Medications which are not a controlled substance may be refilled 7 days before you are out (this would be the 23rd day of a 30 day prescription).
- A controlled substance may be refilled 2 days before you are out. Regulations allow refill when 93% of the medication is gone (this would be on the 28th day of a 30 day prescription). Controlled substances require a signed doctor's order <u>before</u> medication can be refilled.
- If you order a refill on a Friday, or before a holiday weekend, please call early in the morning and ask the Health Aide to call the pharmacy by 12 pm (to ensure there is an order) this will allow your medication to be mailed out Friday afternoon.

Always Take Your Medication As Prescribed



Processing pharmacist's initials



Controlled substances, i.e. pain medications can only be refilled with a physician's signed orders and no sooner than 2 days before the end of the prescription.