

Picking up prescriptions



Quick Reference Guide

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How do I pick up a prescription from an in-person pharmacy?

Prescriptions can only be ordered by a healthcare provider.

1. You'll need to schedule an appointment with a provider first before trying to get a prescription medication
2. At the appointment, if the provider orders a prescription, they will ask you what pharmacy you want the medication sent to. Make sure the pharmacy is convenient for you to get to and is one that accepts your health insurance!



3. The provider will send the prescription to the pharmacy you chose. This may be done electronically, or you might have to deliver it to the pharmacy yourself
4. You will be notified by that pharmacy when the prescription is ready for pick-up. The pharmacy may call or email you, or they may have an app or messaging options available.

5. Bring a government issued ID (like a driver's license, passport, etc.), your pharmacy insurance card, and a method of payment with you.
6. The pharmacist will give you the medication and will be able to answer any questions you may have.



What about for mail-order pharmacies?

Follow the same process for an in-person pharmacy, except you don't need to travel to the pharmacy! Instead of going to pick up the medicine in-person, the medicine will be delivered directly to your address. Note that someone may need to sign for the medicine to be delivered.



If you have questions about the medicine, call your insurance company or the mail-order pharmacy.



Can I transfer prescriptions to a different pharmacy?

Yes. Once you've found a new pharmacy, contact them directly to request a transfer. You'll need to give them the following information:

- > Your personal information including name, date of birth, and insurance information
- > Your existing prescriptions
- > Your old pharmacy and their contact information

You can contact the new pharmacy by calling them, or online through their website or mobile app. If you're switching to a new location of the same pharmacy, this process can all be done on their website or mobile app.

How do I request a refill?

1. Make sure you have refills available for your prescriptions by checking the bottle or on the pharmacy website.
2. Contact the pharmacy to request the refill. You can either call them directly, or they may have the option to request it electronically through their website or a mobile app.
3. After requesting the refill, it's the same process to go pick up the prescription.



I've run out of refills. How can I get more?

You'll need to contact the provider that gave you that prescription.

Note that you may have to go in for another appointment to be re-evaluated.

I'm traveling soon. Can I get more medicine than normal?

Yes. Call your pharmacy and request a vacation override. If you have refills left, the pharmacy will provide extra medicine. If you don't have any refills left, you'll need to speak to the healthcare provider that gave you that prescription.

If you'll be traveling for longer (like a semester abroad), your provider may have resources for identifying an international pharmacy. Your insurance company may also have resources to support you while abroad.



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