

## **USCG ACADEMY PHARMACY REFILLS**

We primarily use an automated telephone refill system in order to provide you increased access and convenience in ordering your refill. Please follow the instructions for proper filling of your refills. If you do not leave the requested information, we will be unable to fill your prescription(s) in a timely manner.

Use of the refill line is **MANDATORY**. If you are uncomfortable using the telephone refill system, ask us to demonstrate it to you. We gladly will! Thank you in advance for your cooperation.

**STEP 1:** Dial (860) 444-8422

**STEP 2:** After the introduction and the “beep”, leave the following 4 pieces of information **ONLY**:

**A:** Prescription number(s) (Upper left hand corner of the label) or name of the medication(s)

**B:** Patient’s name

**C:** Telephone number where you can be reached during the day

**D:** Last 4 numbers of the sponsor’s social security number

**STEP 3:** Your refill(s) will be ready after 1:00pm the following business day unless instructed otherwise.

**STEP 4:** Refilled medications will remain on the shelf for 7 days **ONLY**. After that time, the medication will be returned to stock and that refill will be lost.

**STEP 5:** Call (860) 444-8442 if you have questions for the pharmacy staff.