

NO MORE trying to find your Doctor or waiting in LINES...

**YOUR VA
Automated Telephone Prescription Refill Service now introduces:**



The NEW AudioRenewal Rx

*You can now request
Prescription Refills
& Renewals
at your convenience!*

*Available 24 hours
a day, 7 days a
week from any
touch-tone phone.*

***Instructions for using Automated Telephone Prescription Refill/Renewal System
You must use a touch-tone phone: Dial 1-888-207-2004***

Enter your full social security number followed by the pound (#) sign

PRESS 2 for prescription ordering information then:

PRESS 1 for refills (This option will also give you the ability to RENEW) then:

Enter your Prescription(RX)number (found on the prescription label) followed by the # sign

Other Options:

*PRESS 2 to check the status of a prescription: **To see IF** refills or Renewals have been processed
or if refills or renewals have been mailed*

PRESS 3 to listen to educational information

PRESS 4 to RENEW a prescription ← This option is NEW

Example of Prescription Label below:

VAMC BROOKLYN NY 11209 1-888-207-2004

RX# 1584202 May 9, 2010 Fill 1 of 4

Patient Name

Take one tablet by mouth every morning

Doctors Name

Qty: 90 TAB

Drug Name: FUROSEMIDE 20mg TAB

***This system CANNOT be
used for window pick-up.***

***This is for MAIL OUT
Refills and Renewals
ONLY.***

A Message to Our Valued Veterans

In order to better meet your customer service needs and to provide efficient and timely care, we have added a NEW ability to RENEW your prescriptions by phone.

No more contacting your healthcare provider, calling telephone carep, or presenting to the Pharmacy window!

When there are **NO REFILLS** available or your prescription has **EXPIRED**, then you can use this self-service option. You will hear the following NEW prompts after entering your prescription # (for renewal):

Requesting a Renewal - Selecting option #4:

“Your renewal request has been submitted. Your provider will make the final decision on this request. Please call back in 3 business days to check the status of this request.”

Checking the Status of a Previous request - Selection option #2:

“A renewal request has been previously submitted for this Rx. No action has been taken on your renewal request at this time. Please call back in 3 business days to check the status of this request.”

Please note: Your Provider is allowed 3 business days to take action on your request. The request can be denied if the provider feels that the medication requested for renewal is not necessary or safe in your medical plan or treatment. You are welcome to call and check the status of your prescription at any time.

Not all clinics will be participating in this program, however, our automated phone system is programmed to transfer you directly to Telephone Care when a prescription cannot be renewed for any reason.

Requesting your refills or renewals is really very simple. If you have a touch-tone phone, please call the hospital's Automated Information Services toll-free -- **1-888-207-2004**

ALL requested REFILLS and RENEWALS will be sent by MAIL

If you have any questions or concerns regarding your medication(s), please contact a Pharmacy Technician or Pharmacist at 1-888-207-2004 from Mon.-Fri. between 8:00am-4:00pm.

*This important notice is brought to you by Pharmacy Service, Telephone Care Service and by your Providers.
Enjoy!*