



Refilling a Prescription



How to Call a Doctor and Refill a Prescription

Talking With Your Doctor

- Don't be afraid to play an active role in your health care by talking with your doctor.
- Clear and honest communication between you and your physician can help you both make smart and sensible choices when it comes to your health and your treatment plan.
- Try to be as honest and upfront about your symptoms as possible, even if you feel embarrassed or shy. Writing them out beforehand may help you to remember them.
- Have an open conversation with your doctor. This includes asking questions to make sure you completely understand your diagnosis, treatment, and recovery plan.



Here are a few tips that can help you talk to your doctor and make the most of your appointment:

1. Write down a list of questions and concerns before your scheduled appointment.
2. Consider bringing a partner, close friend or family member with you if your doctor's office permits additional visitors.
3. You can take notes on what the doctor says or ask a friend or family member to take notes for you. You can also ask your physician to write down any instructions for you so to refer to after your appointment.
4. Learn how to access your medical records so you can keep track of test and lab results, diagnoses, treatments plans and medications. This will help you prepare for your next appointment.
5. Ask for the doctor's contact information and their preferred method of communication. Also make sure to know what days and times their office is open.
6. Remember that nurses and pharmacists are great sources of information and may be able to answer your question if your doctor is unavailable.

REFILLING YOUR PRESCRIPTION

Your doctor can give you a prescription in a few different ways:

1. Writing the prescription on paper for you to take and fill at a local pharmacy
2. Directly calling or e-mailing your local pharmacy to fill the medicine request
3. Sending the prescription to your pharmacy through their electronic medical record (EMR) system

Make sure to find out if your health insurance plan will pay for the medicine your provider has prescribed.

- It is important to note that certain types or brands of medicine may not be covered by your health insurance. Some health plans require you to pay the pharmacy part of the cost of the prescription price, or a co-pay.



Filling a Prescription at a Pharmacy

- The most common place for filling a prescription is at a local pharmacy. Some pharmacies are located inside of a grocery or large "chain" store.
- Fill all your prescriptions with the same pharmacy. This will allow the pharmacy to have a record of all the medicines you are taking and can help prevent dangerous drug interactions.
- Your health insurance plan may require you to use certain pharmacies. This means your insurance may not cover your prescription if you do not fill it at one of these pharmacies.
- To find a pharmacy that takes your health plan:
 - Call the phone number on the back of your insurance card.
 - Call the pharmacy you want to use to see if they have a contract with your insurance plan.



To help the pharmacist fill the prescription:

- Make sure all of the information on the prescription is filled in clearly.
- Bring your insurance card with you the first time you fill the prescription.
- When calling the pharmacy for a refill, make sure to give your name, the prescription number, and the name of the medication you need. You may also be asked to verify your date of birth and address.
- If you have any questions on how to take the prescribed medicine, don't hesitate to ask your pharmacist or doctor for clarification.



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MAIL-ORDER PHARMACIES

- Some people and insurance companies choose to use mail-order pharmacies instead of in-person pharmacies.
- The prescription is sent to the mail-order pharmacy or phoned in by the provider.
- Your medicine may cost less if you order it by mail. However, it could take a week or more for you to receive the medication.
- Mail order is best used for long-term medicines that are often prescribed for chronic health problems.
- It is recommended to purchase short-term medications or medications that need to be stored at certain temperatures at a local pharmacy rather than through a mail-in pharmacy.



INTERNET (ONLINE) PHARMACIES

- Internet pharmacies can be used for long-term medications or medical supplies.
- The online pharmacy website should have clear directions for filling or transferring your prescription. If you are confused on any step, try to find a phone number listed on the website for further assistance.
- Double check that the website has clearly-stated privacy policies and procedures to protect your information.
- Beware of any pharmacy website that claims a doctor can prescribe the medicine without seeing you- you may be using a fraudulent website.





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For resources on health care, check out the “General Healthcare” tab under “Resources” in the app!