

The appointment also provides you with the opportunity to ask questions and discuss any concerns you may have.

Over time your condition may improve or worsen and the medications will need to be adjusted, discontinued or changed.

It is always a good idea to have your questions and concerns written down when you come in for your appointment.

WHEN CALLING YOUR RESPECTIVE CLINIC FOR RENEWAL OF A MEDICATION

PLEASE PROVIDE:

1. **FULL NAME**
2. **SPONSOR'S SSN** (at least the last 4 digits)
3. **MEDICATION** (the name/s on the container)
4. **DOSE AND FREQUENCY** you are taking. Please tell us if there has been a change from the dose or frequency as shown on the container label.
For example: if a medication was originally ordered as (25mg, take 1 tablet [25mg] twice a day), and your provider changed it to "2 tablets [50mg] twice a day", at your last appointment, we need to know this.
5. **PHARMACY** where you want to pick up the medication.

REMEMBER: RENEWALS CANNOT be picked up at the Navy Exchange or WOMH Pharmacies. You can get renewals at WOMH only if you are assigned to the WOMH Clinic for care.

6. **PHONE NUMBER/S** where you can be contacted in case there are additional questions or concerns your provider may want to discuss with you before ordering the medication.

PEDIATRIC CLINIC (up to 11 years old)

433-9728

ADOLESCENT CLINIC (12 to 21 years old)

433-4165

Military PHARMACIES on Oahu

TRIPLER 433-7880 / 433-7882 / 433-7883

Monday-Friday 8:00AM – 7:30PM
Saturday 8:00AM – 4:00PM
Sunday & Federal Holidays CLOSED

Schofield Barracks 433-8420

Monday – Friday 8:00AM - 6:00PM
Saturday 8:00AM – 4PM
Sunday and Holidays CLOSED
Refills Only (Bldg. 695) M-F 8:30AM - 5:00PM
Closed 12:30-13:30 (for Lunch)

Makalapa (Pearl Harbor) 473-1867 ext 2229

Monday – Friday 7:30AM - 5:30PM
Saturday 8:00AM – 4PM
Sunday 8:00AM – 12:00PM
Please call for Holiday hours

Kaneohe Bay 257-3365 ext. 107

Monday – Friday 7:30 AM - 5:00 PM
Weekends and Holidays CLOSED

Hickam AFB 448-6261

Monday & Friday 8:00 AM – 5:00 PM
Tuesday & Thursday 7:30AM – 5:00PM
Wednesday 7:30AM – 3:00PM
Third Thursday of each month CLOSED
Saturday and Sunday CLOSED

Naval Exchange (NEX) (Refills only) 422-2394

Monday - Friday
10:00 AM - 2:00 PM / 2:30 PM - 6:00 PM
Sunday and Monday Closed

Warrior Ohana Medical Home (WOMH) 433-5423

Monday – Friday
09:00 AM - 12:20 PM & 1:20 PM - 4:30 PM



TRIPLER

ARMY MEDICAL CENTER

Information contained in this pamphlet includes details to help you obtain medications through the

following facilities:

DEPARTMENT OF PHARMACY

ADOLESCENT CLINIC

PEDIATRIC CLINIC

Version: 18 Feb 2014

Medications

What you need to know

Your healthcare provider (PCM) prescribes medications to help you deal with various medical issues. Sometimes these medications are meant to be taken for only a few days or weeks, such as to combat a bacterial infection or for relief of pain caused by an injury. Other medications are meant to be used occasionally for intermittent issues such as allergies or flare ups of long term issues. Still other medications are meant to be used every day to control long term problems like Diabetes or High Blood Pressure. These medications will occasionally have to be adjusted or changed as your body's reaction to them or your medical condition changes. Some of these medication prescriptions will include REFILLS to allow you to obtain a fresh supply of this medication on a regular basis.

Once the REFILLS are depleted, a RENEWAL of the prescription by your provider will be needed to allow you to pick up any more of this medication.

This may require laboratory tests and an appointment with your PCM to discuss test results, your reaction to the medication and any side effects.

This pamphlet is meant to help you obtain REFILLS and arrange for RENEWALS of a prescription if the medication is still needed.

REFILLS

To call into a pharmacy to arrange for a refill of your medication/s
CALL 433-6962

Press the number corresponding to the pharmacy you want to pick up your refill at:

1 = Tripler

2 = Schofield

3 = Makalapa (Pearl Harbor)

4 = Kaneohe Bay

5 = Hickam AFB

***6 = Naval Exchange (NEX)**

***7 = Warrior Ohana Medical Home (WOMH)**

****(6) NEX and (7) WOMH, are only for refills through the phone system, not renewals. Except Patients assigned to the WOMH, who are the only ones that can get new medications or renewals at the WOMH***

Press "1" to refill a prescription

Enter the last 4 digits of the Sponsor's SSN
Then press the "#" Key.

Enter only the number portion of the prescription found on your medication container.

For example: T 7788890 = 7788890

Then press the "#" Key.

Then press the "1" to request the refill

Repeat steps for each medication needed.

Refills are ready in 2 duty days, after noon

OR

You can go to one of the pharmacies (**1-5 above**) and fill out the **WILL CALL form** at the refill window. Please **allow at least 2 hours** before you come back to pick up your refills.

RENEWALS

To call into your respective clinic to arrange for a Renewal of your medication/s

Remember, you need to allow your provider at least **72 hours (three duty days)** to order the medication after your call into the clinic. Please call well before you run out.

A good time to call is right after you pick up the last refill or when you are down to about two weeks of the medication left.

Provide any and all the information required to ensure you receive the correct medication in a safe and efficient manner.

Report any questions or concerns; such as side effects, changes in dosage or any new medications (herbal, over the counter or prescribed) you have started taking.

Inform the provider of any time limitations or other considerations, like lost or contaminated medications or if you plan to travel off the island for an extended period.

Your provider may ask you to go to the laboratory for tests and/or come in for an appointment before renewing your medications. **This is for your safety.** They want to ensure the medications you are taking are doing what they were intended to do and not causing other problems. The laboratory tests will help your provider determine this and the appointment allows your provider the time to explain these laboratory results and any changes needed to your treatment plan.

---Continued on reverse of this page---