

# Ask Your Doctor for an Electronic Prescription

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## What is an electronic prescription?

Instead of writing your prescription on a piece of paper, your doctor will use a computer system to send the prescription directly to our pharmacy.

## How does it work?

Electronic prescriptions are sent using a private, secure, and closed network. Your prescription information is not sent over the open Internet or as e-mail.

## What are the benefits of electronic prescriptions?

### ***E-prescriptions are fast and convenient.***

You won't have to make an extra trip to drop off your prescription.

### ***Electronic prescriptions also have other benefits:***

Storing information about your medications electronically can help your doctor keep track of your medications and may help prevent allergic reactions and drug-to-drug reactions. Your doctor's electronic system may also be able to suggest generic and other medicines with lower out-of-pocket costs for you.

## Will my prescription be ready when I arrive at the pharmacy?

Electronic prescriptions usually travel quickly from your doctor's office to our pharmacy. However, we also need time to fill your prescription. The time needed to fill your prescription can be affected by the number of prescriptions we have received and the number of customers already waiting in our pharmacy.



## TIPS FOR FILLING YOUR PRESCRIPTIONS

### **New Prescriptions**

- **Tell your doctor that you would like to have your prescriptions sent to our pharmacy.** It is helpful to have all of your prescriptions sent to the same pharmacy so that we can help to prevent drug-to-drug reactions.
- **Allow 10-20 minutes for the prescription to arrive at the pharmacy.** Electronic prescriptions sent from your doctor's office usually arrive quickly at our pharmacy. Once we receive your prescription, we will need time to fill it.
- When you arrive at the pharmacy, **let us know that your prescription was sent electronically** from your doctor's office.
- **Some medications will still require paper prescriptions.** Prescriptions for some pain medications and other "controlled substances" cannot be sent electronically.

### **Prescription Refills**

- **Call our pharmacy** instead of calling your doctor's office when you need to get more refills on your prescription. We will send an electronic request to your doctor for approval.
- Plan ahead! Electronic refill requests can happen quickly, but like other types of requests, prescriptions with zero refills **may take up to four (4) days** to get approval.
- **Call us to make sure your refills are ready** before you come to pick them up.