

U.S. Air Force Fact Sheet
PHARMACY FAQs

4 MDG Pharmacy Services Information Guide

1050 Jabara Ave.

Seymour Johnson AFB, NC 27531

Telephone: (919) 722-1814

Online at <http://newpreview.afnews.af.mil/seymourjohnson/library/4thmedicalgroup.asp>

1. Prescription medication sharing: Please note that prescription medications are only intended for the individual to whom they have been prescribed. Using medications intended for other people is not only against the law, but also dangerous, potentially resulting in serious allergic and drug reactions. Legal penalties for such behavior include fines and imprisonment. Questions about the dangers of sharing medications can be directed to the pharmacy at (919) 722-1814. If you are aware of illegal sharing or selling of prescription medications please contact AFOSI at (919) 722-1218 or security forces (SFS) at (919) 722-2508.

2. Pharmacy Hours: Monday thru Friday 0730hrs-1700hrs. Civilian prescriptions must be dropped-off 30 minutes prior to the end of the duty day. The pharmacy is closed on weekends, federal holidays, and family days. The Medical Group is closed from 1200-1700hrs on the second Wednesday of each month for mandatory training. Current information about clinic/pharmacy closures is also available on the 4MDG Facebook page at <http://www.facebook.com/pages/AFMS-Seymour-Johnson-4th-Medical-Group/125968450780855>

3. Services: The pharmacy provides comprehensive pharmaceutical services, including medication dispensing, prescription transfers, and medication consultation (upon request), to all Department of Defense Eligibility Enrollment System (DEERS) eligible beneficiaries. The pharmacy staff reviews all prescriptions for completeness, accuracy, availability, drug interactions, duplications and allergies. A pharmacist is available to provide medication counseling upon request. Due to local policy, the pharmacy cannot accept phoned-in prescriptions from your doctor's office; however, your doctor's office may fax us a prescription at 919-722-1895 and it will be processed upon your arrival.

4. Phone Numbers: (919) 722-1814 or toll free 1-800-982-4262 Option #1, then #5 to speak to a staff member.

5. Patient Information: In order for us to fill your prescriptions, we need you to write this information on your prescriptions: the patient's name, patient's date of birth, and the patient's medication allergies, also phone number and address if medication is controlled. If you require a non-child resistant closure for your prescription container, please inform us whenever you turn in a new prescription.

6. Identification: A valid military/dependent I.D. card is required to pick up prescriptions. When picking up prescriptions for another person (including spouses and children over age 10), bring the following: the patient's military/dependent I.D. card or a copy, paper or digital copies are acceptable, to include front and back and a photo I.D. card proving your identity.

7. Civilian Prescriptions: Civilian prescriptions (i.e. prescriptions from off-base providers) must be presented to the pharmacy and activated prior to 1630 (1130 on training days) in order to be filled the same day. Civilian prescriptions received after 1630 (1130 on training days) will not be available for

pick-up until after 1300 the following duty day. The pharmacy will remain open until 1700 for prescription pick-up or for those patients being seen by a 4 MDG provider. In accordance with DoD and Air Force policy the pharmacy extensively uses generic medications. Your doctor will need to approve generic substitution for us to fill your prescriptions.

8. Prescription Limitations: Prescriptions for non-controlled maintenance medications may be filled for up to a 90 day supply with refills for up to one year as determined by your provider. Civilian prescriptions for controlled drugs in DEA schedule III-V may be filled for a 90-day supply with refills for up to 6 months as determined by your provider. Civilian prescriptions for controlled drugs in DEA schedule II are filled for up to 90-day supply with no refills as determined by your provider. Controlled drug prescriptions for schedule II substances must be presented to the pharmacy within 60 days of the date originally written by your doctor in order to be filled. Exceptions are made only at the discretion of the pharmacist.

9. Refill Requests: It is MANDATORY that all medication refill requests are called in to the pharmacy using the automated telephone system. You may request refills 24 hours a day, 7 days a week by calling the pharmacy at (919) 722-1998 or 1-800-982-4262. The automated answering system will tell you when your refills will be ready for pick-up. Please be aware that special purchase items will not be available for pick-up at the time promised by the automated telephone system. Refilled prescriptions should be picked up within 7 days of the request; after 7 days the medication will be returned to stock. Refills can be requested up to 7-10 days before you run out, so please plan accordingly.

10. Medication Formulary: The pharmacy stocks medications based upon a closed formulary mandated by the DoD. The formulary is a list of available medications. It is designed to meet the needs of most patients seen by providers at the 4th Medical Group. The formulary contains all the medications required by the DoD Basic Core Formulary in addition to select medications based upon population demand. The 4 MDG will evaluate a drug's clinical efficacy and cost effectiveness in determining which medication to add to the formulary. Note: there are specifically listed medications that the pharmacy is not allowed to stock. These medications may be filled using either the TRICARE pharmacy mail order service or local TRICARE network pharmacies. If the medication your doctor has prescribed is not available, the pharmacy can provide a list of alternatives and you can discuss available options with your provider. You or your doctor may call us at (919) 722-1814 to ask about the availability of a medication. Copies of our formulary are available online at the following locations.

For a listing in .pdf format

<http://online.lexi.com/lco/splashes/files/pdf/Seymour-Johnson-AFB.pdf>

For a searchable format powered by LexiComp

<http://newpreview.afnews.af.mil/seymourjohnson/library/4thmedicalgroup.asp>

11. Transferring Prescriptions: The Pharmacy will transfer prescriptions from other pharmacies to be filled locally, provided the medication is listed on the SJAFB Pharmacy Formulary. The Pharmacy does NOT transfer non-formulary medications. Present your prescription bottles, or at a minimum the patient's name and date of birth, base/pharmacy name and phone number, medication name and prescription number. A pharmacist will contact the original pharmacy, transfer the information and fill the order. Your medication will be available for pick-up at Window #5 three duty days after the request was received.

- 11. TRICARE Retail Pharmacy Network:** TRICARE beneficiaries are entitled to utilize most retail pharmacies (i.e. Rite-Aid, CVS, etc) to fill their prescriptions for a co-payment. More information available at <http://www.tricare.osd.mil/pharmacy/>
- 12. TRICARE Mail Order Pharmacy:** The TRICARE Mail Order Pharmacy benefit is now available to all beneficiaries. It is part of a DoD contract and not run by the 4th Medical Group. Prescriptions are mailed directly to your home for a co-payment. You can receive up to a 90-day supply. Information pamphlets are available at the Pharmacy or the TRICARE office. For more information, call 1-877-363-1303.
- 13. Activate Your New Prescriptions:** If you had a 4 MDG clinic appointment and your provider typed a prescription into the computer for you, or if the clinic called you to pick-up a prescription renewal, you must first visit the pharmacy to "check-in/activate" your prescription(s). Proceed to the pharmacy check-in station located in the pharmacy lobby and receive a "C" ticket (Clinic Provider) from the Q-Matic ticket dispenser and wait to be called to one of the pharmacy windows. When your number is called, proceed to the window indicated, and we will begin to process your prescription(s). This process allows us to speak directly with the patient in case there are questions about drug interactions, allergies or duplicate therapies.
- 14. Medication Disposal:** The Pharmacy no longer disposes of unused patient medication. Federal Law prohibits pharmacies from accepting certain medications from patients once they have been dispensed. For more information on how to dispose of unused medications, please contact the pharmacy.
- 15. Volunteers:** Volunteers are a valuable part of our pharmacy team. Without our volunteers it would be difficult if not impossible to run the pharmacy. Please extend them the same respect you would any other pharmacy staff member.
- 16. Pharmacy Patient Advocate(s):** TSgt Shuford and MSgt Mitstifer.