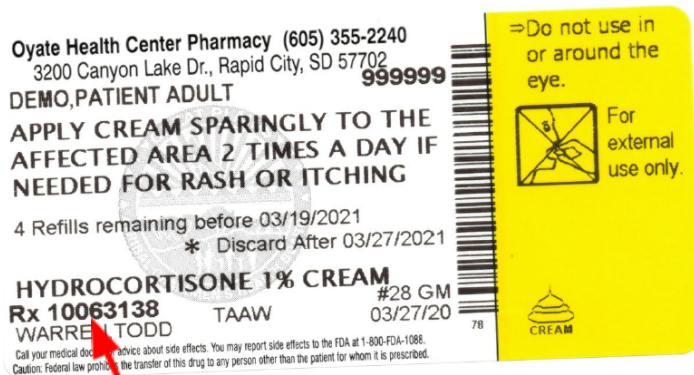


PRESCRIPTION REFILL INSTRUCTIONS:

Please use the automated telephone refill system to request prescription refills and to check the status of your prescription refill requests.

You will only need the **Prescription Number** to request refills. It is located on the lower left corner of each prescription label. It starts with "Rx".



Prescription Number
(or Refill Identification Number)

The telephone number for this system is:
(605) 355-2240. Simply dial in and follow the instructions from the system.

How soon can I call in for refills?

You can call in for refills as early as 7 days prior to the completion of your prescription.

Look at the number of refills you have remaining on your prescription medicines. Be sure to let your provider know if you need a new prescription for your chronic medications.

EXAMPLE CALL:

Dial (605) 355-2240

You will hear a brief welcome, then you will be given the following menu options:

- **To refill a prescription press 1**
- **To check if a refill order is ready press 2**
- **For the pharmacy's business hours press 3**
- **To speak to a pharmacy staff member press 0 (zero).** (Only if you need to speak with someone in the pharmacy.)

When you Press 1 to refill a prescription, you will hear: "Using the keypad of your phone please enter the refill identification number (prescription number) followed by the pound (#) sign."

- After you have entered your refill number, the system will ask you if the number you just entered is correct. If it is correct press 1, if it is not correct press 9.
- The system will then ask you to verify the first 3 letters of the patient's last name. If the letters are correct press 1, if they are not correct press 9.
- The system will then ask you if you want to refill another prescription. To refill another prescription press 1, for no other refills press 2.
- **The refill line will let you know when your prescriptions will be ready for pick up.**
- The system will also give you the option of entering your 10 digit telephone number in case the pharmacy would need to reach you.

Press 0 (zero) ONLY if you truly need to speak with someone in the pharmacy.

Oyate Health Center Pharmacy Hours:

Mondays, Tuesdays, Thursdays, and Fridays: 8:00 a.m. to 7:00 p.m.

Wednesdays: 10:00 a.m. to 07:00 p.m.

Saturdays, Sundays, and Federal Holidays: 9:00 a.m. to 12:00 p.m. & 1:00 p.m. to 4:00 p.m.

(Closed on Thanksgiving Day and Christmas Day)