



PRESCRIPTION REFILLS BY MAIL

You can get your prescription refills without having to worry about being exposed to sick people, driving to the clinic, the price of gas, standing in line at the pharmacy, or finding someone else to pick them up for you.

How do I get signed up?

Call **(605) 355-2211** and let one of our friendly Pharmacy Staff members know that you would like to sign up for this great service. You will be asked to verify your mailing address and your telephone number.

Which medications can be mailed?

Most medications dispensed by your Oyate Health Center Pharmacy can be mailed, including refrigerated items like insulin. *(Please note that refrigerated items cannot be mailed to a post office box- we need your current physical address on file in order to ship refrigerated items to you.)*

HELPFUL HINTS FOR SMOOTHER SERVICE

1. **USE** the Automated Telephone Refill System (355-2240) to request your medication refills. 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".
2. **REMEMBER:** Refills are not mailed to you automatically - you must request your refills each time.
3. **PLAN AHEAD!** It usually takes up to 3 business days to receive your prescription in the mail locally, so always order your prescription refills 7 days before you will be out of your medicine. Mail delivery time sometimes takes longer during holidays and inclement weather. Meds are not mailed out on weekends.
4. **CHECK** your mail daily on the days following your refill request to safeguard against theft and exposure to weather extremes.
5. **KEEP** your mailing address current by reporting any address changes to Patient Registration (355-2350).
6. **TALK** to the pharmacist on days when you see your medical provider, even if you do not need any of your medications filled that day. On days you see a provider or specialist, your medications are filled for pick-up at the pharmacy. It is important to let the pharmacist know if you don't want to wait for your medication refills that day and want them mailed to you instead.
7. **TRACKING NUMBERS** are available for your mail out items via text message. If you are interested in this service, please call the pharmacy to sign-up.
8. Oyate Health Center does not mail controlled substances or larger volume liquids.
9. If you have any questions or if you have any problems, please contact a pharmacy staff member at 355-2211.