

# Remote pharmacy at Exchange eases wait time for prescriptions

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## Refill pick-up site at Exchange eases wait time for prescriptions



**Patrons pick up their refill prescriptions at the Remote Pharmacy at the Exchange.**

Need your prescription refilled but don't want to stand in line at the pharmacy? Then stop by the Exchange for your prescription refill needs.

“The benefit to picking up your prescription at the Exchange is its one-stop shopping. You can get your shopping done and pick up your prescriptions,” said Linda Nelson, Chief of the Dunham Pharmacy Services.

The Refill pick-up site at the Exchange is open Monday through Friday from 10 a.m. to 2 p.m. – to include Thursday afternoons when the clinic closes for training. Hours may be lengthened once upgrades are completed for refrigeration and security items, like cages and cameras, needed to handle controlled substances.

Picking up a refill at the Clinic Pharmacy takes longer because there are more people to serve there. “We average about 225 patients a day at the pharmacy. Wait time can exceed 20 minutes when we're extremely busy,” said Nelson. “The Refill Pick-up site at the Exchange sees about 45 people a day, so there is hardly any wait time there.”

The longer wait at the Clinic Pharmacy is due, in part, to prescriptions of people who have just been seen by a healthcare provider at the clinic; prescriptions from those seen by outside health care providers; and the many people picking up refills.

The refill pick-up site currently cannot fill prescriptions that need to be refrigerated or controlled substances such as Tylenol with codeine or Ambien.

“We are in the process of putting in the security and refrigeration apparatuses needed to be able to handle these products,” said Nelson.

The refill pick-up site can be used for prescriptions that are already in the Walter Reed Health Care System, which includes the Dunham Clinic and 10 other Army sites. New prescriptions from an outside provider and labeled containers for prescriptions originally filled by retail pharmacy must be brought to the clinic pharmacy to facilitate a transfer.

“When you have used 75 percent or more of your prescription you can call or go on-line to order your refill,” said Nelson. To call in a refill, call 800-248-6337 and select “4” for Pennsylvania, then option “1” for the PX Refill Pick-up location. Once it is called in, refills will be ready for pick up within two business days.

For those who want to refill their prescription electronically, go to <http://dunham.narmc.amedd.army.mil>, click on “pharmacy”, which is located under services on the left hand side, then click on the on-line refill request form and select a pharmacy location (Carlisle/Dunham/PX). As with phone refills, it will take approximately two business days for the prescription to be ready.

Effective March 1, the Dunham Clinic Pharmacy will close on Tuesdays at 7 p.m. instead of 7:30 p.m.