

## UHS Pharmacy Guidelines for Patients to Obtain Refills

### 1. For Emergency OCRx (that they needed yesterday):

Send patient to an available 2<sup>nd</sup> Floor Advice Nurse or call the Advice Nurse Line at 643-7197.

### 2. For non-emergency OCRx:

Send patient to Appointment Office or call Appointment Line at 642-2000 for an "OCX appointment".

### 3. For medically urgent non-OCRx (i.e. Asthma, seizure, cardiac, etc.):

- Send to the ordering clinician's clinic (C.A. will relay chart with message to the clinician if the clinician is here).
- If the clinician is not here, the patient will be referred to Urgent Care to be assessed by Urgent Care Triage Nurse.

### 4. For non-urgent refills or expired refill requests:

- If the patient is here:
  - Have the patient complete a "Prescription Renewal Request" written request and drop off the request in the labeled box. If approved, they can expect refill in 24-48 hours.
- If the patient is on the phone:
  - Have the patient call the Advice Line at 643-7197.

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