



Gearing Up For Your Transitions

Calling in a Prescription Refill

Adapted with permission from the University of Illinois at Chicago (UIC) Specialized Care

When your doctor wants you to take medication, the prescription may be called in to a pharmacy by the doctor's office and you will have to pick it up. If the doctor gives you a written prescription, you will have to take it to a pharmacy to get it filled with the proper medicine. If your prescription has refills, when you have about a weeks' worth of medicine left, you will have to call the pharmacy to get it refilled, so you do not run out of your medicine.

When you call the pharmacy you may get a phone answering system that asks you questions. You can respond by pushing the numbers you need to or wait for the instructions to speak to a person.

Have the bottle with you when you make the call or write down the information from the bottle in the blanks below before you make your phone call.

What is the phone number of the pharmacy? _____

What is the Prescription number? _____

Prescription Refill Script

Hello, my name is _____

I need to refill a prescription.

The prescription number is

When will it be ready?

Do you deliver? _____ If yes, when?

Is there a co-pay? How much money will I need?

Thank you for your help.