



**RUTLAND - SPRINGFIELD - LUDLOW - RIVER STREET PHARMACIES**

## **HOW TO FILL A PRESCRIPTION**

**How to place a prescription order:** This can be done several ways: your physician can call, e-scribe, fax or hand write a prescription for you and transmit it to the pharmacy via phone, internet, fax, mailing of hardcopy or give you (the patient) the hand written (hardcopy) prescription. Once the pharmacy has the prescription in its presence and all of the patient's relative information it will be filled.

**How to obtain a refill:** This, too, can be done several ways: you or an authorized agent can call the pharmacy and speak to a representative to refill the prescription, you or an authorized agent can call and utilize the auto-teller and refill the prescription via phone (you will need your prescription number on the label to utilize this option), you or an authorized agent can use the phone/web app to refill the prescription (you will need your prescription number on the label to utilize this option), or you can come into the pharmacy and ask for a refill.

**How to access medications in case of an emergency or disaster:** First if this is a true emergency please call 911. If you are need of medication during an emergency please contact the pharmacy or stop in the pharmacy to discuss with the on-duty pharmacist about the situation. The pharmacist will work with your doctor and insurance to determine the best way to get you access to your medication.

**How to check on a prescription status:** This can be done 3 ways: 1) contact the pharmacy and follow the phone prompts to find out about the status of your prescription. 2) contact the pharmacy and speak with a representative about your medication or 3) sign up for our text/email service which will send you alerts when your prescription is ready for pick up and reminders for up to 2 weeks after it has been filled.

**Information on prescription substitutions:** Per Vermont law and regulations put forth from your insurance company, Smilin Steve's Pharmacies will substitute, when applicable, a generic formulation or your prescription, unless otherwise notated. Smilin Steve's Pharmacies follow federal and state regulations regard generic substitutions. If we change generic manufacturers on one or more of your refills the prescription bottle will have a notification sticker (typically green) on it stating such substitution. If you have any question regarding this please ask for the pharmacist to help discuss this with you.

**How to transfer a prescription to another pharmacy:** If for any reason you need a prescription transferred to another pharmacy please contact the pharmacy that you wish to fill your prescription and give them our telephone number. The pharmacist on duty should contact us to transfer the prescription. If there are any issues please contact us and we will try to assist you.

**How to obtain medications not available at the pharmacy:** If you are prescribed a medication that Smilin Steve's is unable to obtain or is out of stock of your medication and you can not wait till we can obtain the medication, we will contact any pharmacy in the area or preferred by your insurance company and/or by the manufacturer to give them your information and prescription.



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**How to handle medication recalls:** If you happen to be notified by the pharmacy or by a drug manufacturer that your prescription medication is being recalled please follow the steps provided by the manufacturer and or the pharmacy to dispose of the medication and to obtain a replacement product. Many times this procedure is handled by the manufacturer and or a third party of their choosing but the pharmacy will assist you in any manner that we can.

**How to dispose of medications:** Please refer to your state's and local ordinances regarding disposal of hazardous material for reference. Smilin' Steve's Rutland Pharmacy is equipped with a DEA waste box for disposal of medications (except liquids, needles, and inhalants). You may bring the unused medication into the pharmacy and dispose of them in the drop box in front of the pharmacy counter.

**How to handle adverse reactions:** If you happen to experience an adverse reaction to any medication that you are taking, immediately stop taking the medication and contact your doctor. If you are experiencing trauma for this adverse reaction please call 9-1-1. Once your doctor is aware of your reaction have them or yourself contact the pharmacy to discuss what happened so all parties can properly update your profile. The pharmacy will work with your doctor to help coordinate a plan of action if necessary.

**How to report concerns or errors:** If you feel an error has occurred or you have a concern of any type regarding your medication please contact the pharmacy immediately and ask to speak to the pharmacist or store manager. They will happily assist you in correcting any errors or finding a solution to any concerns that you may have.