

NEW PHARMACY PRESCRIPTION SERVICES COMING

South Texas Veterans Health Care System is in the process of rolling out three new prescription Pharmacy Services



READY

Will inform patient when a prescription, that has been requested for window pick up, has been filled and is ready for pick up at the pharmacy. (Remember patients still need to check in to the pharmacy to request window fills as most prescriptions are processed for mail.)



REFILL

Will alert patients when a prescription is about to run out for stable medications and gives the patient the opportunity to request a refill of the prescription (if not requested in advance).

All Veterans with active phone numbers in the system will start receiving calls when prescriptions are ready for pick up at the pharmacy window (after the patient has checked in first) and for refill reminders (if not requested in advance). In addition, for those that have active cell phone numbers in the system they will also start receiving text messages for which they can opt out of the service at any time through the text if not interested.



RENEWAL

Will allow patients to request a renewal for certain medications prescribed by established providers if the medication has no more refills or expired in the past 60 days.

WHEN

These services will roll out within the next several months

WHY?

Veterans voiced concerns and requested service. The Health Care System heard and responded.