



**Pharmacy Locations: Clinic Pharmacy – 359 MDG Clinic  
BX Pharmacy – Base Exchange Mall**

## **Pharmacy Hours of Operation and Projected Closures**

**Clinic Pharmacy: 7:15 am-4:30 pm  
Monday thru Friday**

**BX Pharmacy: 7:30 am-4:30 pm  
Monday thru Friday**

**ALL Pharmacies will be CLOSED on Family Days and on:**

28 May 2012 – Memorial Day  
4 Jul 2012 – Independence Day  
3 Sep 2012 -- Labor Day  
8 Oct 2012 -- Columbus Day  
12 Nov 2012 -- Veteran's Day  
22 Nov 2012 -- Thanksgiving  
25 Dec 2012 -- Christmas

**Training Days: All Pharmacies will CLOSE AT NOON:**

30 May 2012  
27 Jun 2012  
25 Jul 2012  
29 Aug 2012  
26 Sep 2012  
31 Oct 2012  
28 Nov 2012

These dates are subject to change due to mission requirements. Please plan your prescription needs accordingly!

## **General Information**

Welcome and thank you for your interest in Randolph AFB Pharmacy! We strive to provide the most efficient and safest services possible. In an effort to introduce you to these services, this guide has been created to answer some of the more commonly asked questions, and give helpful suggestions on a successful visit to the pharmacy.

## **Services Provided**

- The **Clinic Pharmacy** handles all Joint Base San Antonio Military Treatment Facility-provider generated prescriptions.
- The **BX Satellite Pharmacy** handles all hand-written and faxed civilian prescriptions and dispenses all refill prescriptions.
- A **prescription drop box** located on the wall of the BX Satellite Pharmacy is available during and after pharmacy hours. Please place the prescription in an envelope with all of the requested information. Prescriptions will be ready for pickup the following duty day if left before 1600, or 2 duty days if left after 1600 or on the weekend.

## **Eligible Beneficiaries**

All TRICARE enrolled Active Duty, Retirees, and Dependents properly registered in DEERS are eligible for pharmacy service. All patients are required to update their Third Party Insurance information upon request for pharmacy services.

### **Phone Numbers**

- Clinic Pharmacy – 210-652-6742
- BX Pharmacy – 210-652-4189
- BX Pharmacy Fax – 210-652-3516\*

### **\*Faxed Prescriptions**

We **only** accept prescriptions (*except schedule II narcotics*) that are faxed **directly** from civilian provider offices. A cover sheet from the provider must accompany the fax. Faxes must contain the patient's full name, date of birth, home address and phone number.

### **Requesting Prescription Refills**

- Refills can be called in using the automated call-in system (210-292-7000 or 1-800-471-0309). Please select option #2 to pick up at Randolph BX Pharmacy.
- Refills can also be requested through the TRICARE Online Refill System at [www.tricareonline.com](http://www.tricareonline.com).
- Refills requested before 1200 Monday through Friday will be ready the next duty day, and refills called in after 1200, and on weekends will be ready the next two duty days.

## **Helpful Pharmacy Brochures**

- **Proper Disposal of Prescription Drugs**
- **TRICARE Online Pharmacy Refill**

## ***Randolph Pharmacy Factoids***

- The Randolph Pharmacy processes between 7,000-8,000 prescriptions every week, and maintains a 99.99% accuracy rating, while providing most services in less than 30 minutes! That's a lot of medication!
- Randolph pharmacy has a staff of 18 technicians and 6 pharmacists to complete these requests, while still maintaining a number of additional duties and AF/military requirements!
- A volunteer pool of more than 40 individuals assists us throughout the year. Please be kind to our volunteers, we couldn't do our jobs without them!
- If you're interested in volunteering, please let a staff member know.

## **Frequently Asked Questions**

### **Q. What takes so long?**

**A.** First, we do not fill any medication for a patient that is not present. If we filled every medication when a doctor ordered it, there would be hundreds of medications left at the pharmacy and never picked up every week. Filling these items would only increase the wait

times for the patients that are actually here. Thus, until the patient has checked in, the medication is not prepared. Please use our drop box option if you cannot wait.

**Q. What's going on back there?**

**A.** There are many steps to maintaining our nearly 100% accuracy rating! Prescriptions go through a quality check in each step of the process.

- **Step 1:** Patients are called by order of arrival to a check-in window. If there are concerns or missing meds, often the doctor will have to be contacted.
- **Step 2:** Labels are then reviewed for accuracy. The technicians make hundreds of edits/corrections every day to make medication instructions as understandable as possible.
- **Step 3:** Filling a medication is more than just “slapping on a label!” Each printed label is compared to the original prescription for accuracy. If the prescription is for a controlled substance, it must be counted by hand, and then re-counted by a separate individual to ensure count accuracy.
- **Step 4:** The last step is the pharmacist verification. If the pharmacist has additional patient safety concerns, the patient’s medication history will be reviewed. The provider may be contacted for more information or to discuss alternate therapies.
- **Step 5:** Once all safety checks are complete, the medication is ready for dispensing through the “out-window”.

**Q. Why can't you open more windows for service?**

**A.** The pharmacy must balance personnel at the window with the requirement to fill, verify, and dispense prescriptions for waiting patients. We constantly monitor workflow at both locations to do this as efficiently as possible.

**Q. Why do Active Duty in Uniform get priority?**

**A.** While all of our patients are important to us, Active Duty in Uniform needing pharmacy services will continue to get prioritized service, in accordance with the policies of the Medical Group, many agencies on Base, and always with a focus on mission continuance.

**Q. Can I fill a prescription entered into the system by a Joint Base San Antonio Military Treatment Facility provider?**

**A.** Yes, you can. However, some medications may take a couple of days to procure because we do not routinely have requests for them and therefore do not stock them on our shelves.

**Q. Can I have my prescriptions be transferred from another pharmacy to Randolph AFB pharmacy?**

**A.** Randolph AFB pharmacies routinely request prescription transfers on patients' behalf only from Military Treatment Facility pharmacies, provided the medication is on the Randolph AFB formulary. Turnaround time is usually two to three days, and could vary depending on time differences and hours of operation. Additional information required is listed below:

- Prescriptions must have available refills remaining
- Prescriptions must not be expired
- Prescriptions cannot be controlled drug

### *The “How To’s”*

#### **How can you make your trip to the pharmacy more successful?**

- ***Be informed.*** Know what you need, what it’s for and who your doctor is.
- ***Be proactive.*** Do not wait until your medication has completely run out to call in your refill. Prescriptions can be called in after 75% usage of the medication (e.g. after 23 days with 30 day-supply and after 68 days with 90 day-supply). Walk-in refill requests will not be accepted, except in the direst of circumstances, and only at the discretion of the pharmacist.
- ***Be ready.*** Have your ID readily available and terminate your cell phone calls prior to approaching the pharmacy window--this is for your safety. If turning in a hand-written prescription at the BX pharmacy, ensure all required information is printed on the form:
  - Patient’s Name/Date of Birth
  - Allergy Information
  - Address/phone number
  - Sponsor’s Social Security Number
- ***Be patient.*** Multiple prescriptions, orders needing clarification from your doctor or orders for controlled drugs may take longer to fill. Avoid pharmacy peak workload times (1100-1300) if possible.

- ***Be prepared.*** Please do not leave children, animals or groceries in the car while retrieving medications