



U.S. Department of Veterans Affairs

Veterans Health Administration

Southern Oregon Rehabilitation Center and Clinics

MEDICATION FILLING DURING COVID-19

How to get your NEW Prescription

<p>FROM YOUR VA PROVIDER</p>	<ul style="list-style-type: none"> ➤ Prescriptions will be sent by the mail-order pharmacy called CMOP. ➤ May take up to 7-14 business days to process. ➤ Urgent prescriptions, such as antibiotics, mail out locally in 1 business day. ➤ All prescriptions will be MAILED to you.
<p>FROM YOUR NON-VA PROVIDER</p>	<ul style="list-style-type: none"> ➤ Need an ACTIVE Community Care Authorization to fill. ➤ Have them fax the prescription(s), Community Care Authorization, & chart notes to 541-830-3504. ➤ All prescriptions will be MAILED to you.

How to Order REFILLS

Consider Reordering the Day You Receive Your Prescription

<p>1. TELEPHONE AUTOMATED ORDERING SYSTEM 541-830-7563 <i>(Available 24 hours/day, 7 days/week)</i></p>	<ol style="list-style-type: none"> a. Enter your Full Social Security Number then # key b. Press 1 for Prescription Refills; Press 2 for Pharmacy Questions c. Enter the most recent prescription (Rx) number (use only numbers, no letters) then press # key
<p>2. ONLINE VIA MYHEALTHeVET <i>(www.myhealth.va.gov)</i></p>	<ol style="list-style-type: none"> a. Once you register, use your User ID & Password to login. b. Click on pharmacy tab to refill prescriptions using your most recent prescription number.
<p>3. MAIL YOUR REFILL SLIP</p>	<ol style="list-style-type: none"> a. Fill out a refill slip if provided with your original prescription. b. Mail to: Pharmacy Service (119) VA Southern Oregon Rehabilitation Center & Clinics 8495 Crater Lake Hwy White City, OR 97503

How to Order EXPIRED/NO REFILL Prescriptions

<p>1. TELEPHONE AUTOMATED ORDERING SYSTEM 541-830-7563 <i>(Available 24 hours/day, 7 days/week)</i></p>	<ol style="list-style-type: none"> a. Continue following all prompts→ The system will send an alert requesting renewal of your prescription(s). b. Prescription(s) will be reviewed and forwarded, if appropriate, to your provider. c. If your prescription is NON-Renewable, remain on the line to talk with the VISN Call Center.
<p>2. ONLINE VIA MYHEALTHeVET <i>(www.myhealth.va.gov)</i></p>	<ol style="list-style-type: none"> a. Click on the pharmacy tab to request your prescription, <u>OR</u> b. Send a Secure Message to the pharmacy by clicking the 'Ask a Pharmacist' link.