Prescription Refill Instructions
(Using phone to order refills)

**STEP 1:** Dial 1 (800) 809-8725 Ext. 7563 or 1 (541) 830-7563

**STEP 2:** The operator will ask you to enter your social security number
- Enter your social security number
- The operator will then verify your first and last initials (the operator may ask you to verify your phone number)

**STEP 3:** The operator will say: “For pharmacy prescriptions, please press 2”
- Press 2

**STEP 4:** The operator will say: “To order refills, press 1. To check the status of a prescription, press 2. To speak to a pharmacist, press 8”
- Press 1 to order refills or Press 2 to check the status of a prescription or Press 8 to speak to a pharmacist
  (Monday – Friday, 8:00 a.m. – 4:30 p.m.)

**STEP 5:** The operator will say: “Please enter the prescription number for the prescription you want refilled”
- Enter prescription number (do not include letters)
  Look for Rx # on label, may be on upper left or upper right.
- Press #

If there is more than one prescription to be refilled, repeat steps 5 and 6 for each prescription.

If the recording states “this prescription is not refillable” or “this prescription is beyond the expiration date”
- Press 1 to request a new prescription. This will send a request to your provider to renew your prescription. You should receive the new prescription in 10-14 business days.
The Klamath Falls Community Based Outpatient Clinic (CBOC) is a subsidiary of the VA Southern Oregon Rehabilitation Center & Clinics (SORCC) in White City, Oregon. We are a community outpatient clinic designed to support the general medical needs of Veterans in Klamath Falls and the surrounding areas. We currently have two Nurse Practitioners, a Mental Health Nurse Practitioner, and an M.D. on staff.

Hours of Operation

» Klamath Falls CBOC: Monday – Friday, 8:00 am to 4:30 pm
» Lakeview Outreach: Tuesdays only, 10:00 am to 2:00 pm (weather permitting)

Appointments

Visits to the Klamath Falls CBOC and the Lakeview Outreach Clinics are by appointment only. We do not have walk-in hours or the capabilities to handle emergency care. The nearest VA hospital is the Roseburg VA Medical Center. We do not have a pharmacy, and medications prescribed by our staff are either mailed to your primary address or arrive by Federal Express. Our providers cannot write prescriptions for Veterans who are not patients at the Klamath Falls CBOC.

Payment/Billing

If you choose to use a non-VA provider for any service without authorization, the VA is not responsible for payment of these services. VA Health Care is not health insurance, and the VA cannot be billed by the civilian sector for services rendered without prior agreement or authorization from the Veterans Health Administration. All billing questions should be directed to the Business Office at the White City SORCC.

Calling the Clinic

In order to serve you better, we encourage our patients to call instead of coming into the clinic to ask questions. All messages received by our administrative staff, either by phone call or by voice-mail, are promptly routed to the appropriate staff member in this clinic and all medical questions must be routed to a licensed medical staff member. Due to the large volume of calls received by this office, it is not always possible to speak to a live person, but no messages are ignored. We ask your patience in waiting to receive return calls from our staff, and we process all messages as quickly as possible. Thank you for your time, patience and especially for your service to this country.

Services Provided by the Klamath Falls Community Based Outpatient Clinic (CBOC)

★ Primary care and/or collaborative care with outside providers
★ Labs as ordered by your PCP (Primary Care Provider)
★ Immunizations
★ EKGs
★ Minor procedures
★ Referrals to specialists inside and outside the VA
★ Medication management for mental health purposes
★ Forms pertaining to VA Services
★ DAV transportation volunteer

Services the Klamath Falls CBOC are Unable to Provide

× Emergency services
× Walk-in care
× Medical or prescription services for Veterans who are not patients at the Klamath Falls CBOC
× X-ray and ultrasound
× Pharmacy services
× Billing services
× Dental and optical services
× Authorization of payment to non-VA providers
× Travel pay issuance

Contact Information

Klamath Falls Community Based Outpatient Clinic
2819 Dahlia Street, Klamath Falls, OR 97601
(541) 273-6206

GPS Coordinates:
North 42°15’ 05.43 by West 121°47’ 27.19
or 42.251508 by 121.790886

Other Contact Information

White City: 1 (800) 809-8725 or (541) 826-2111
Roseburg: 1 (800) 549-8387
Portland: 1 (800) 949-1004

Disabled American Vets (DAV): (541) 273-0256
Veterans Service Office (VSO): (541) 883-4274
Veterans of Foreign Wars (VFW): (541) 882-0057