

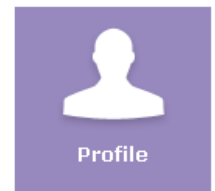
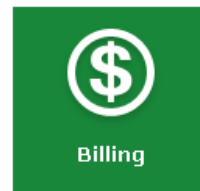
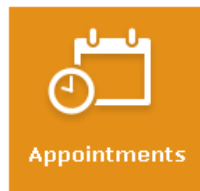
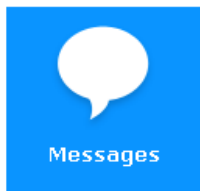
Quick Tip Sheet

Prescription Renewal



Q – How do I request a refill of my prescription?

A – Select the “Medications” button from the Home screen.



Select the medication you wish to have refilled and select the “Renewal Request” button to the right.



Fill out the prompts on the screen including the pharmacy which you would like the refill sent to, a phone number at which you can be reached, and any other comments you’d like to tell your provider and care team about this medication.

Q – How do I know which one of my providers will process my Prescription Renewal Request?

A – Your Prescription Renewal Request will be processed by whichever provider is listed as the “Prescribed by” provider in the details of the medication.

OxyCODONE/Acetaminophen (Percocet) 5 Mg/325 Mg Tablet

Dose:	1 TAB
Form:	Tablet
Route:	ORAL
How Often:	Four times a day
Reason for Use:	Pain
Prescribed By:	DoctorB,Avera
Total Refills:	0
Last Updated:	Tue, Nov 01, 2016

[More Information About This Medication](#)

Q – Why don't I have “Request Refill” option?

A – There could be a number of reasons why “Request Refill” is not an option.

- 1. The medication is an over-the-counter medication and does not require a prescription.
- 2. Your medication was prescribed by a provider that is not able to receive your request from the portal.

If you do NOT have the “Request Refill” button, contact your pharmacy to request a refill.

Q – How will I know when my prescription has been refilled?

A – You will receive an email notification of new activity in your portal.

Q – Can a proxy user request a refill?

A – Yes, a proxy user may request a refill the same way you would request a refill.

Q – How do I change my preferred pharmacy?

A – You can enter your preferred pharmacy in the Pharmacy tab of your Prescription Renewal Request.



Please confirm your preferred pharmacy:

- Test 000 Pharmacy 10.6MU
- Other

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Q – What if I have questions about my medication?

A – Medication information is available by selecting the medication followed by the link at the bottom which states “More Information About This Medication.” As always, you should contact your provider or pharmacist for any additional questions about your medications.

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Q – Is there a way for me to see that I have requested a renewal of a medication?

A – Yes, this information is available under your sent messages (please refer to Messages Q&A if necessary).