

VA MANILA OUTPATIENT CLINIC

AUTO PHONE REFILL SERVICE

This is your guide to the Pharmacy's Auto Phone Service. The following service was designed to help you with your prescription medication needs. This service is available to you 24-hours a day, 7 days a week, from any touch-tone phone.

- ✓ **PRESCRIPTION REFILL OPTION** – Refill your active medications FOR MAIL to your home, at your convenience.
- ✓ **PRESCRIPTION STATUS OPTION** – Check on the status of your refills anytime.

✓

- ✓ **MEDICATION INFORMATION OPTION** – Review educational information on your prescription at any time of the day or night.

*USVA Manila Outpatient Clinic
2201 Roxas Boulevard Pasay City
Manila, Philippines*

PHARMACY SERVICE

**AUTO PHONE REFILL
SERVICE**

**Dial 556 – VETS
(8387)**

**FOR ALL YOUR
PRESCRIPTION
REFILLS/STATUS**

**PATIENT
GUIDE**

HERE IS ALL YOU NEED!

- ✓ **A TOUCH-TONE PHONE.** If you do not have a touch-tone phone, please continue to mail your refill slips to the pharmacy.
- ✓ **YOUR FULL 9-DIGIT SOCIAL SECURITY NUMBER.**
- ✓ **Active / Current Telephone Number.** All first time callers are prompted by the system to enter their current phone numbers. Maximum number is 11-digits. The system accepts cell phone numbers & home phone numbers.
- ✓ **THE PRESCRIPTION NUMBER.** From the prescription label. This is the number on the third line down from the top of the label.

DIALING INSTRUCTIONS

CALL: 556 – VETS (8387)
LOCAL CHARGES SHALL BE APPLIED
IF CALLS ARE MADE OUTSIDE
METRO MANILA

- ✓ Wait for the greeting. You may begin entering your 9-digit Social Security Number followed by the # sign.
- ✓ Enter your active/current telephone number. Maximum phone number is 11-digits.
- ✓ Listen for the Pharmacy options.
 - **Press 2 for prescription ordering information**
- ✓ You may choose from the following three options:
 - Press 1 to refill prescription
 - Press 2 to check on a prescription's status

- Press 3 to talk to your pharmacist

- ✓ Enter the prescription number followed by the # sign.

REMEMBER...

This service is not available for window pick-up prescriptions.

This service is for mail-out prescriptions only.

Do not mail in separate refill forms for refill prescriptions you have requested using this system.

VA DOES NOT REFILL PRESCRIPTIONS AUTOMATICALLY

You must phone or mail in your refill slips to have your prescriptions refilled.

We hope you find this service useful along with the primary care clinics, this is yet another step in providing improved patient care. Nothing is more important to our success than your satisfaction.

We welcome your comments to continually monitor our performance and improve the healthcare we provide to veterans.