

# COVID-19 Tip #3

April 2020



## Prescription Refills - New Special Rules

**For those with a chronic health issue, pharmacies can now refill your prescription for a 30-day supply during the COVID-19 emergency, even if you cannot contact your doctor!**

Medications will be provided if they are essential to the maintenance of life or if the lack of medication may produce negative health consequences.

### Reminders:

- **1ST:** contact your regular doctor (or health insurance provider) to refill medications or request an extended supply.
- **2ND:** providers are required to cover at least an additional 30-day supply of medications during COVID-19.
- **3RD:** check to see that your health records state your diagnosis and prescriptions in case someone other than your regular doctor has to prescribe your medications.
- **4TH:** to limit contact with others, many pharmacies are mailing or delivering orders. When you call to request a prescriptions refill, ask your pharmacist about this service.

If you have issues with your pharmacy or health insurance company about refilling your medications, do not take no for an answer. They are required to follow these emergency order guidelines

When you call the pharmacy for a refill, you can order through a menu or press to speak with the pharmacist.



They will ask:

1. Your name
2. Your address
3. Your refill number (on the medicine container)
4. Where your medication was last filled

**\*\*If you are unsure, speak with the pharmacist.\*\***

If you need help to refill a prescription,  
call us at: 352-514-0237