



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 375TH MEDICAL GROUP (AMC)

4 April 2009

Dear Patient,

Welcome to the Scott Air Force Base Pharmacy. All civilian prescriptions and all refills called in to the automated refill line are filled at our Satellite Pharmacy, which is located at 312 W. Winters St. It is very important that you review your written prescription before leaving your provider's office to ensure legibility and completeness to include name, date, signature, quantity, refills, and provider's DEA number (required for controlled medications and for providers not in our database). If you can't read it, chances are that we will not be able to either. **Altering a written prescription is illegal and has lead to involvement with Security Forces.**

The Main Pharmacy will only fill prescriptions entered into the computer by 375th Medical Group providers in the hospital or at the Family Practice Clinic. Prescriptions are not automatically filled when the provider enters them into the computer. **YOU MUST TAKE A NUMBER AT THE PHARMACY WINDOW TO ACTIVATE YOUR PRESCRIPTION AND START THE FILLING PROCESS.** The modification is in conjunction with an Air Force-wide technology change and is an effort to better serve the patient that is present at the facility.

REFILLS MUST BE CALLED IN USING OUR AUTOMATED REFILL LINE AT 256-7400. When calling in your prescription, please listen carefully in order to determine when your refills will be available for pick-up. Generally, this is between 1 and 2 duty days. Holidays and down days do not count as duty days. Refills will be held for two weeks. You do not need to take a number for a refill pick-up. Additionally, the Satellite Pharmacy is pleased to offer drive-thru refill pickup service during normal duty hours. This service is available for the pickup of small to medium sized prescription orders. Prescriptions that are liquid or of excessive size cannot be put through the tube system and will require pickup inside the satellite pharmacy. Thank you for your cooperation. If you have a question, contact us at (618) 256-7371.

Sincerely,

K. WADE TILLER, Lt Col(s), USAF, BSC
Pharmacy Flight Commander