

# WHAT HAPPENS WHEN A PRESCRIPTION ENTERS THE PHARMACY\*

\* AND THINGS RUN SMOOTHLY

ONCE PRESCRIPTIONS ARE CALLED IN, SENT OVER, OR DROPPED OFF, YOUR PHARMACY TEAM WORKS HARD TO ENSURE THAT YOUR MEDICATIONS ARE SAFE, APPROPRIATE, AND DISPENSED IN A TIMELY MANNER.

## PRESCRIPTION RECEIVED



### Verify / update patient profile

Name, address, phone number, date of birth, insurance, allergies, conditions

### Provide estimated wait time

Updated information is important for communication and ensures that your pharmacist knows about your current health status.

Correct insurance information is needed to see if and how your medications are covered.

## PRESCRIPTION PROCESSING



### Enter prescription details into computer

Pharmacist checks for accuracy, interactions, & appropriateness of therapy

### Submit information for payment

The pharmacist makes sure all Rx details (medication, dose, instructions, quantity, refills, prescriber information, day supply) are correct and that the medication is appropriate for you.

Once information is submitted and approved, labels and educational materials are printed.

## ORDER PREPARATION



### Select & verify medication

### Prepare medication order

Once the correct medication is selected, your pharmacy team carefully counts pills, prepares liquids, and labels bottles/packages with directions and special warnings.

## FINAL CHECK



Your pharmacist completes a final check to make sure everything is correct and appropriate for you

Depending on the situation, your pharmacist may flag your profile for a consultation and determine if other services are needed, like vaccinations.

## YOUR PRESCRIPTION IS READY FOR PICKUP!

Your pharmacist will address any questions or concerns, counsel you on medications as needed, and will help you understand how to get the most from your treatments / therapy.

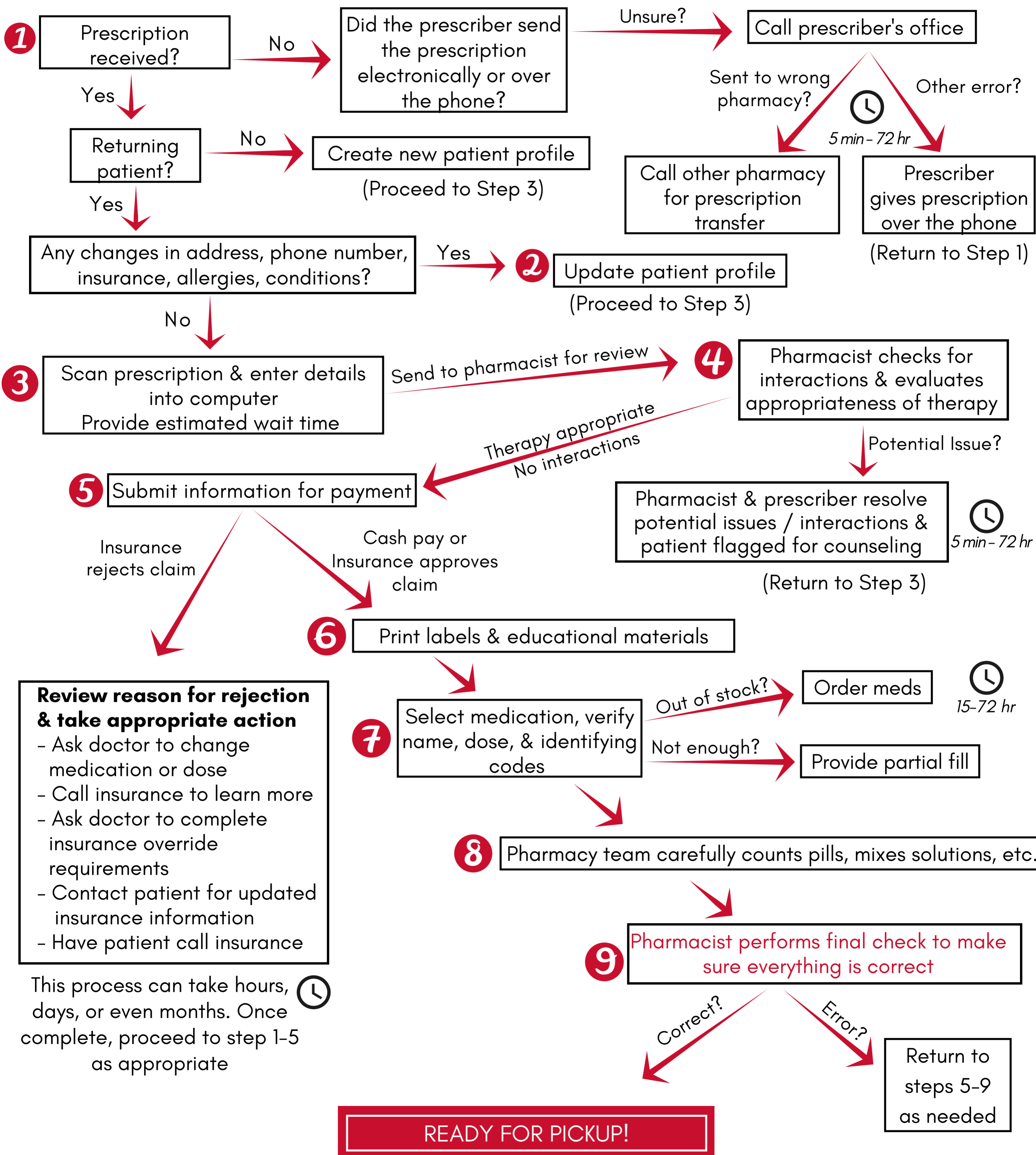
These are some of the typical steps involved in processing and filling a prescription.

Turn the page over to see what happens when things don't run as smoothly!

# WHAT HAPPENS WHEN A PRESCRIPTION ENTERS THE PHARMACY\*

\*AND THINGS **DON'T** RUN SO SMOOTHLY

THINGS RUN DIFFERENTLY IN EVERY PHARMACY. THIS IS A SAMPLING OF THE STEPS THE PHARMACY TEAM MAY TAKE IN ORDER TO ENSURE THIS PROCESS IS EFFICIENT, AFFORDABLE, SAFE, AND APPROPRIATE FOR YOU.



This process can take hours, days, or even months. Once complete, proceed to step 1-5 as appropriate

**Review reason for rejection & take appropriate action**

- Ask doctor to change medication or dose
- Call insurance to learn more
- Ask doctor to complete insurance override requirements
- Contact patient for updated insurance information
- Have patient call insurance

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