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.

1. Prescription received?
   Yes
   No
   Returning patient?
   Yes
   No
   Create new patient profile
   (Proceed to Step 3)

2. Did the prescriber send the prescription electronically or over the phone?
   Unsure?
   Call prescriber’s office
   Sent to wrong pharmacy?
   Other error?
   5 min - 72 hr
   Prescriber gives prescription transfer
   (Return to Step 1)

3. Scan prescription & enter details into computer
   Provide estimated wait time

4. Update patient profile
   (Proceed to Step 3)

5. Submit information for payment
   Insurance rejects claim
   Cash pay or Insurance approves claim

6. Print labels & educational materials

7. Select medication, verify name, dose, & identifying codes
   Out of stock?
   Order meds
   15 - 72 hr
   Not enough?
   Provide partial fill

8. Pharmacy team carefully counts pills, mixes solutions, etc.

9. Pharmacist performs final check to make sure everything is correct
   Correct?
   Error?
   Return to steps 5 - 9 as needed

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

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

READY FOR PICKUP!

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