

Oklahoma City Indian Clinic's (OKCIC) pharmacy has many options to refill prescriptions. If it has been over one year since you have seen a primary care provider, please contact your team to make an appointment before requesting refills.

**Gold Team:** (405) 948-4900 ext. 212  
**Sage Team:** (405) 948-4900 ext. 587  
**Pink Team:** (405) 948-4900 ext. 546  
**Red Team:** (405) 948-4900 ext. 261  
**Blue Team:** (405) 948-4900 ext. 278  
**Metabolic Care Center:** (405) 948-4900 ext. 327  
**Turquoise Team:** (405) 948-4900 ext. 633  
*(Harmon-y Pediatrics)*

#### **How to request refills?**

- Go to [www.okcic.com](http://www.okcic.com) and click Prescription Refill button at the top of the page and follow the prompts.



- Dial (405) 595-3100, then select option 4 for automated prescription refill or option 2 to speak to a pharmacist representative.

#### **How do I talk to someone in the pharmacy?**

- Call (405) 595-3100 option 2.



## **Pharmacy Clinics and Pharmacy Appointments**

### ***How do I check in for a Tobacco Cessation, Anticoagulation or Hepatitis C Pharmacy appointment?***

- Check in at the Pharmacy window. Let the Pharmacy Technician know you are in the clinic for a pharmacy appointment.

### ***How do I talk to a pharmacist about Tobacco Cessation, Anticoagulation or Hepatitis C?***

- Call (405) 948-4900 ext. 294

### ***I need a vaccination and I am over the age of 19. Where do I go?***

- Come to the pharmacy window any time Monday through Friday between 8:00 a.m. and 4:30 p.m.
- If you are 18 or younger, contact your primary care provider or Public Health at ext. 467.

### ***I want to quit smoking. Can I come to the pharmacy window and be seen by a pharmacist?***

- It would be advisable to call (405) 948-4900 ext. 294 and schedule a visit with a pharmacist.

## **Pharmacy Hours of Operation**

***A technician is available to answer your calls Monday through Friday from 8:00 a.m. - 4:30 p.m. at (405) 595-3100.***

***Prescriptions can be picked up inside the Pharmacy lobby or through the drive-thru until 5:00 p.m.***

***Oklahoma City Indian Clinic and it's Pharmacy is closed for all federal holidays.***



4913 W. Reno • Oklahoma City, OK 73127  
(405) 948-4900



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(405) 595-3100

# **PHARMACY FAQ**



Updated: March 2023

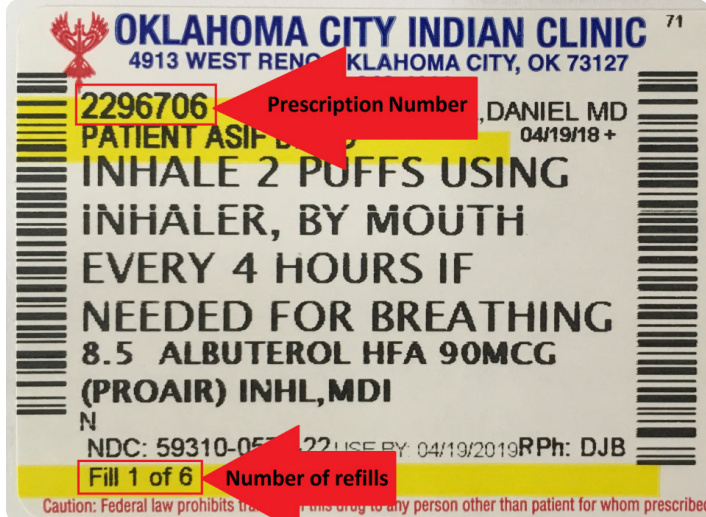
# Refill Troubleshooting

**My prescription number has a letter at the end. Do I need to include this letter when I call in my refills?**

- **NO.** When using the phone automated system, use **ONLY** the numbers of the refill number.

**How do I know how many refills I have left on a medication?**

- It is the patient's responsibility to keep track of the number of refills on his/her prescriptions. If the prescription states, "1 of 1", "6 of 6", "11 of 11", etc., this means the prescription has no more refills. Please call (405) 595-3100 option 2 to speak to a pharmacy representative.

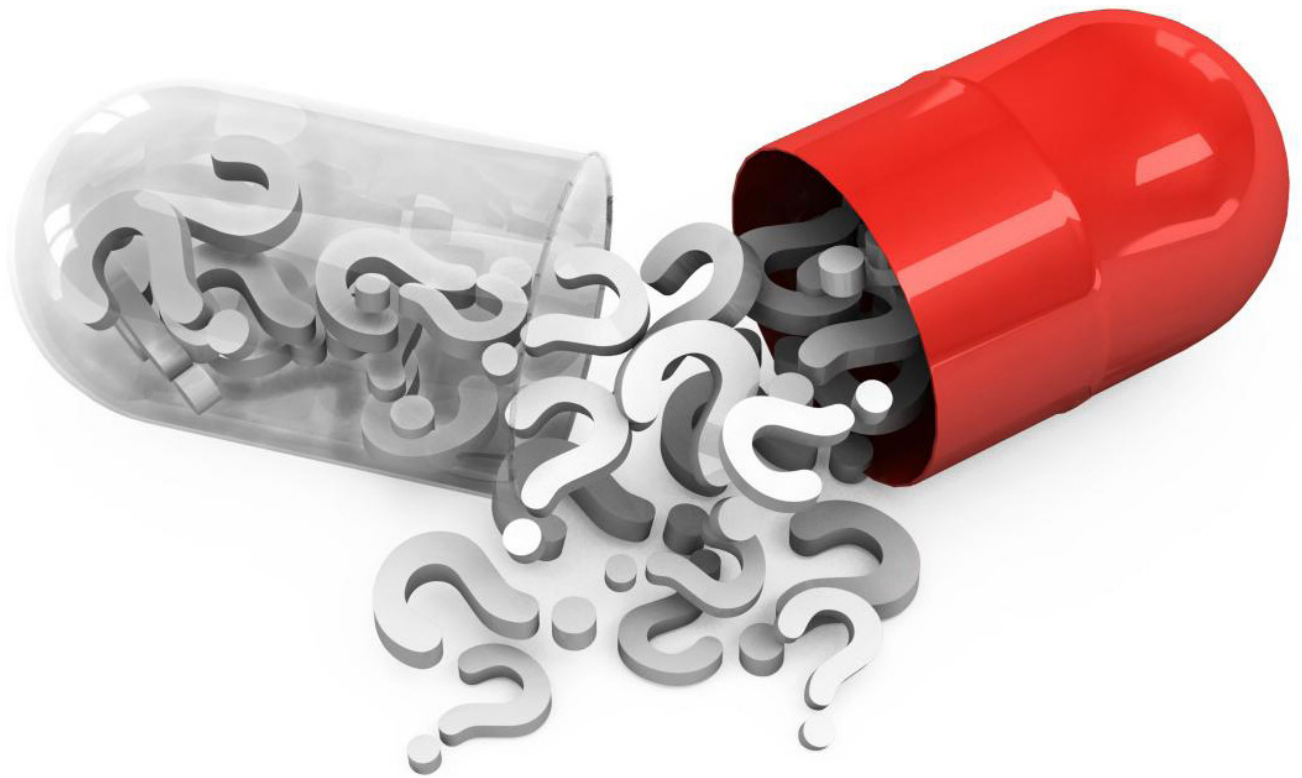


**I am out of refills. How do I get more refills?**

- Please call the pharmacy at (405) 595-3100 option 2.

**The automated system said a request would be sent to my provider if my medication is expired or out of refills. When I get to the pharmacy, this request has not been sent. Why?**

- Out of date refills can no longer be refilled through the automated system. Please call the pharmacy at (405) 595-3100.



**How long does it take for my provider to complete my refill request?**

- Your provider has **three business days (excluding clinic holidays)** to complete your refill request after the pharmacy sends the request.

**It has been more than 3 days and my medication is still not ready. What do I do?**

- Call the pharmacy at (405) 595-3100 option 2 to speak to a pharmacy representative.

**When should I call in my refills?**

- If you receive your medications via mail, call your medications in **seven days** before you run out.
- If you pick up your medications at the clinic, call your medications in **five days** before you run out.

**I tried to call in my refill, but the automated system says my medication is "ON HOLD." What do I do?**

- Call (405) 595-3100 option 2 to speak to a pharmacy representative.

## Controlled Medications

**How do I get refills on my controlled pain medications?**

- The pharmacy will not send refill requests for controlled pain medications. Please contact your team for controlled pain medications.

## Mail Order

**I signed up for mail order. Do I still have to call in my refills?**

- **YES.** Every month, seven days before you run out. OKCIC's Pharmacy does not have an automatic refill system.

**I signed up for mail order, but need to pick up my medications at the clinic. How do I do that?**

- Call (405) 595-3100 option 2 to speak to a pharmacy representative.

**I signed up for mail order, but the automated line says my medications will be ready at the clinic in 3 days. How do I know they will be mailed?**

- Please disregard the automated message if you are signed up for mail order.