

# “What is taking so long?”

This is what we do to get your medicine ready:

- 1** You give us your prescription
- 2** Your prescription is in line with the others who are waiting
- 3** All of the information on the prescription is typed into the computer
- 4** If you're insured, the information is sent to your insurance to determine price
- 5** The medicine is counted and labeled
- 6** The pharmacists check the prescription to make sure it is correct and safe for you to use
- 7** Finally, the medicine is ready for pick-up! Our team is here to help you and answer your questions

**There may be a delay during any of these steps.  
Some examples are:**

- The Prescription was not received or has expired
- We have to ask the provider a question about the prescription
  - Insurance will not pay or they need more paperwork
  - The pharmacist is taking care of another patient
- We need to order more medicine to fill your prescription.

**Your safety is our peace of mind.  
Thank you for your patience.**

# Your Guide to Using the Pharmacy



## **Cornell Scott-Hill Health Center Pharmacy**

428 Columbus Avenue, New Haven, CT 06519  
(203) 503-3021 • [www.HillHealthCenter.com](http://www.HillHealthCenter.com)

Monday, Tuesday and Thursday: 8 a.m. – 8 p.m.  
Wednesday and Friday: 8 a.m. – 5 p.m.  
Saturday: 9 a.m. – 12:30 p.m.



Cornell Scott  
Hill Health  
Center

# Your Prescription

## A new prescription

- ✓ Your provider will send your prescription to the pharmacy. Sometimes they will give you a paper copy to bring to your pharmacy.
- ✓ Go to your pharmacy to pick up your medicine or drop off your prescription.
- ✓ Be ready to tell us:
  - your address
  - your phone number
  - your insurance information
  - if you have any food or drug allergies

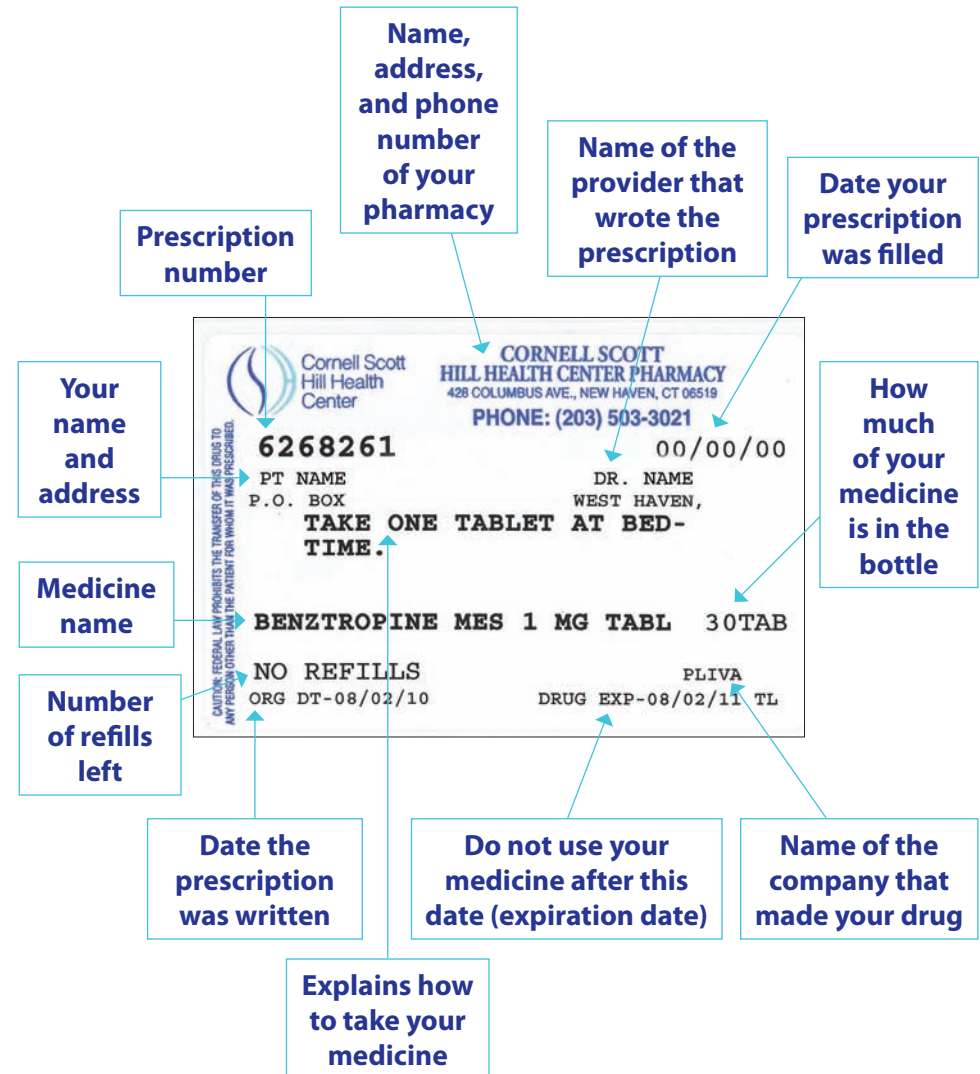
## To refill your prescription

- ✓ Check your bottle to see if you still have refills
- ✓ Call Cornell Scott-Hill Health Center's refill number: **(203) 503-3021**  
Or, call the pharmacy you always use (find the phone number on the medicine label)
- ✓ Be ready with the 6 – 10 digit prescription number located on the medicine label
- ✓ Call 2 – 3 days before you need the medicine just in case there is a problem with the refill

## If you have no more refills

- ✓ Contact your pharmacy (not your doctor's office)
- ✓ The pharmacy will contact your provider for more refills
- ✓ **Do not wait!** It usually takes 2 – 3 days for the entire process.

# How to Read Your Prescription Label



**Questions? Talk to your pharmacist:  
(203) 503-3021**