



DEPARTMENT OF THE ARMY
UNITED STATES ARMY MEDICAL DEPARTMENT ACTIVITY
REDSTONE ARSENAL, ALABAMA 35809-7000

REPLY TO
ATTENTION OF

MCXW-CO

16 March 2004

MEMORANDUM FOR All Fox Army Health Center Beneficiaries

SUBJECT: Fox Army Health Center Pharmacy Service New and Refill Prescription Procedures

1. As a result of increased demand and our commitment to maintaining the highest level of patient safety, the Fox Army Health Center (FAHC) Pharmacy Service will no longer accept the drop-off of new prescriptions. However, refill requests will continue to be accepted as drop-offs, but please note that the turn-around time for all refill requests will increase from 24 to 48 hours. The purpose for this is to ensure each new prescription is properly checked against all available patient and pharmaceutical reference data for appropriateness, to prevent potential drug interactions, and to permit our Pharmacy staff to counsel customers on new medications prior to dispensing. The process for refill requests does not generally require as much time because the Pharmacy staff have, in most cases, previously reviewed prescriptions already in our computer system. However, the significant increase in the volume of refill requests requires more time for our Pharmacy staff to safely fill and review each order.

2. We at Fox understand that this may create some inconvenience, but please understand this is done solely to ensure *your* safety. Demand for FAHC's Pharmacy services are at an all-time, historical high, and continue to climb as a result of factors beyond our control. Despite this, we will continue to serve our customers to the best of our ability, but must make some minor compromises concerning response time in order to preserve the highest standards of patient safety. We would like to remind our customers that other TRICARE pharmacy benefits are available for most beneficiaries, which you may find more convenient. Among these is the TRICARE Mail Order Pharmacy (TMOP), which boasts one of the lowest co-pays available (\$3 to \$9 for up to 90 days of medicine), and will deliver your medication right to your front door. Please visit the internet at http://www.express-script.com/custom/dod/ben_message/, or contact your local TRICARE Service Center for more information.

3. Your understanding and cooperation are greatly appreciated. Please direct your questions or concerns about these changes to the FAHC Patient Representative at 955-8888, extension 1152.

STEVEN D. KLAMERUS
COL, MC
Commanding