22 July 2020

FAQ SHEET during COVID19

Greetings Fox Beneficiaries!

Please read carefully as the process has changed entirely. Window 10 is no longer a 'Pick-Up' window. It is now for drop-off requests.

1. Pharmacy temporary **Hours of Operation are Mon-Fri 0800-1500** and closed Federal Holidays.
2. No ticket is required to request prescriptions NEEDING TO BE FILLED. Go to Window 10 to make your requests. Patients ***are not allowed to wait in the lobby*** during this time. Upon return, take a PICKUP ticket at the KIOSK.
3. If a doctor sent over a prescription electronically, call the pharmacy ahead of time to start the filling process, 256-955-8888, ext. 1701 and leave a message. State your full name, last 4 numbers of the sponsor's SSN, patient's DOB, and a return telephone number. Requests left before 3:00pm will be ready the next business day. ***You will not get a call back from us unless there is an issue.*** When you arrive at the pharmacy, take a PICKUP ticket at the KIOSK.
4. If a doctor sent over a prescription electronically and you did NOT call the pharmacy ahead of time to have it filled, go straight to Window 10 to leave your request. Do not take a ticket. Upon return, go to the KIOSK and take a PICKUP ticket
5. Refills called in on the automated refill line or online, and are already filled ahead of time, go to the KIOSK and take a PICKUP ticket. We will hand you your medications when your number is called.
6. Avoid peak times between 1130-1330 (lunchtime) every day. Friday's, in general, are our busiest days.

New PHARMACY KIOSK options look like this:

___Fill a Prescription *(I have prescriptions needing to be filled or my doctor sent an electronic prescription*) No ticket is issued. This option will direct you to go straight to Window 10 to leave your request, then return. Waiting in lobby in not allowed.

___ PICK-UP (I am here to pick-up prescriptions that have been filled ahead of time)

___Patient Seen in Clinic Today *(I had an appointment in the clinic and need to get my medications filled)*