

FOX ARMY HEALTH CENTER

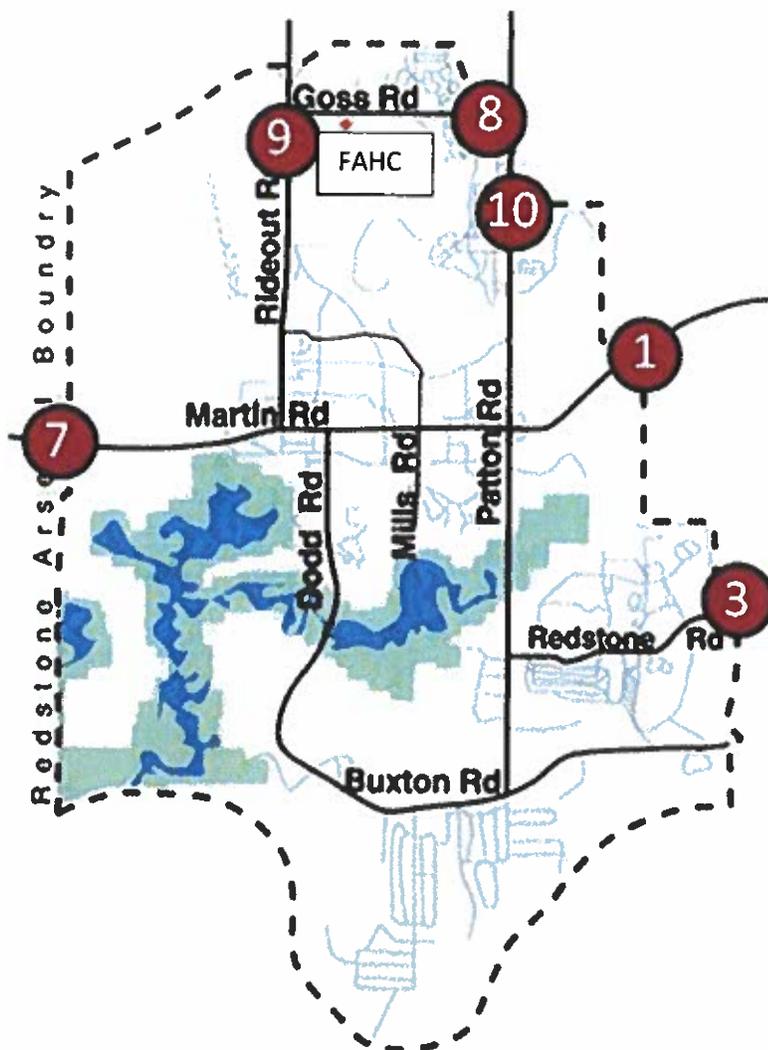
PHARMACY SERVICES INFORMATION

- We are an **Outpatient facility** (not a hospital).
- **Our operating hours are:**
 - **Monday – Friday 07:30am – 4:30pm** Last service ticket available by **4:00pm**, (*or earlier* if the number of customers to be served exceed operating hours.)
 - **Designated Training closures** for mandatory training occur on various days throughout the year. Please check the FAHC HOLIDAY CLOSURE SCHEDULE prior to visiting on those days.
 - **CLOSED** weekends/Federal Holiday & Quarterly Training days (see list on back of Formulary as well as on the FAHC website: <https://www.redstone.amedd.army.mil>)
 - *In the event of weather emergency please check Huntsville local news for closures.* We also attempt to notify the public via Facebook and Twitter.
- **Our Formulary** (list of medications we carry) is available:
 - on line: <https://www.redstone.amedd.army.mil>
 - and in hardcopy form at our pharmacy
 - includes our contact information and dispensing policies
- **If this is your first visit** to our facility or it has been more than one calendar year since your last visit, please stop by Patient Administration Department (medical records) to fill out DD form 2569 and receive your FAHC “white card”. This step is required per regulation. Once you complete this step, please come to the pharmacy, pull a service ticket, and we will do our best to meet your prescription needs. Form DD2569 (attached) can also be found at <https://www.redstone.amedd.army.mil/docs/pad/dd2569.pdf>
- Our pharmacy has the Q-flow System, meaning we have a ticket system in place to service our beneficiaries. Please take a ticket that fits your category, have a seat (or visit our café’ M-F 7:30am-2:00pm) and wait for your ticket to be called. You will be directed to one of our service windows. Peak hours are between 11:30 – 13:30 and all day Fridays, our wait times can be longer during this time.
- To fill **NEW PRESCRIPTIONS and annually RENEW PRESCRIPTIONS**, please bring in the prescription from your doctor, or your doctor can send in new prescriptions via computer systems (information sheet attached). New and Electronic prescriptions *are only filled when the patient presents at the pharmacy, pulls a service ticket and requests the new prescription.*
- To **REFILL prescriptions**: It is in everyone’s best interest to call in your FAHC refills ahead of time for pick up, this helps decrease customer wait times for those with new prescriptions – **thank you!!**
- Once you have a prescription(s) filled at our facility, you must use either the on line (internet) refill system, or our telephone call in system. (instruction card attached) The system will tell you when your refill(s) will be ready for pick up (3 business days processing time). Please come to the PICK UP window and our Red Cross Volunteers will gladly assist you. (You DO NOT need to pull a ticket to pick up *pre-processed* refills. Prescriptions sent in by your provider are NEW PRESCRIPTIONS.)
- To **REFILL (transfer) prescriptions from another MTF or RETAIL Pharmacy**, you must bring us your prescription & facility information with which we can contact the facility (CONUS) for a transfer. Transfer request forms are available at the pick-up window and on our website; processing time is 3-5 business days. If you need a transfer from a military treatment facility **OUTSIDE OF THE USA**, it could take up to 7 business days (if we are able to contact the facility) to complete the transfer due to limited communication and/or time differentials.

Redstone Arsenal Access Gate

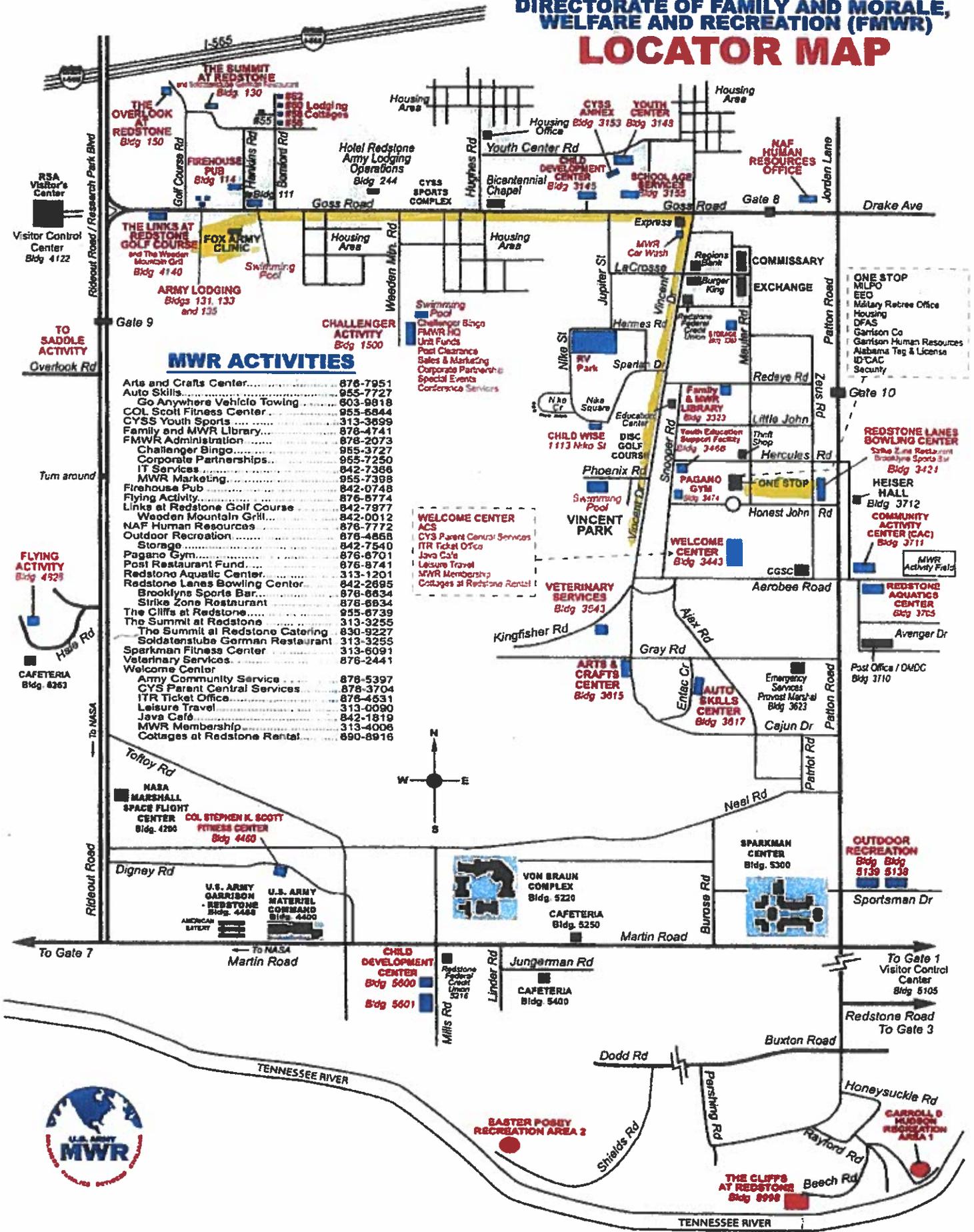
Hours of Operations

Gate 1	5:30 a.m. to 9 p.m. weekdays, closed weekends.
Gate 3	5:30 a.m. to 1 p.m. weekdays with outbound lanes open until 6 p.m., closed weekends.
Gate 7	5:30 a.m. to 1 p.m. weekdays with outbound lanes open until 9 p.m., closed weekends.
Gate 8	5:30 a.m. to 1 p.m. weekdays with outbound lands open until 9 p.m., and 5:30 a.m. to midnight on weekends.
Gate 9	Open 24 hours a day, seven days a week.
Gate 10	5:30 a.m. to 9 p.m. weekdays, closed weekends.



May 23, 2014

DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION (FMWR) LOCATOR MAP

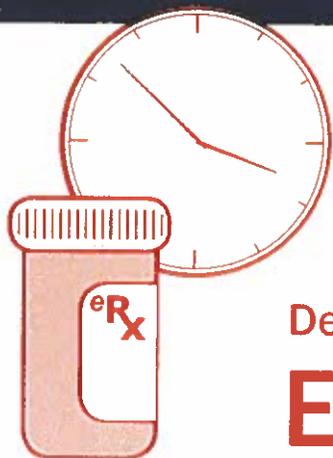


MWR ACTIVITIES

Arts and Crafts Center.....	878-7951
Auto Skills.....	955-7727
Go Anywhere Vehicle Towing.....	803-9818
COL Scott Fitness Center.....	955-5844
CYSS Youth Sports.....	313-3699
Family and MWR Library.....	878-4741
FMWR Administration.....	878-2073
Challenger Bingo.....	955-3727
Corporate Partnerships.....	955-7250
IT Services.....	842-7388
MWR Marketing.....	955-7398
Firehouse Pub.....	842-0748
Flying Activity.....	878-5774
Links at Redstone Golf Course.....	842-7977
Wooden Mountain Grill.....	842-0012
NAF Human Resources.....	878-7772
Outdoor Recreation.....	878-4868
Storage.....	842-7540
Pagano Gym.....	878-8701
Post Restaurant Fund.....	878-8741
Redstone Aquatics Center.....	313-1201
Redstone Lanes Bowling Center.....	842-2895
Brooklyns Sports Bar.....	878-6834
Strike Zone Restaurant.....	878-6834
The Cliffs at Redstone.....	955-8739
The Summit at Redstone Catering.....	313-3255
The Summit at Redstone Catering.....	830-9227
Soldatenstube German Restaurant.....	313-3255
Sparkman Fitness Center.....	313-6091
Veterinary Services.....	878-2441
Welcome Center.....	878-5397
Army Community Service.....	878-3704
CYS Parent Central Services.....	878-4631
ITR Ticket Office.....	313-0090
Leisure Travel.....	842-1819
Java Cafe.....	313-4006
MWR Membership.....	890-8916
Cottages at Redstone Rental.....	

WELCOME CENTER
ACS
CYS Parent Central Services
ITR Ticket Office
Java Cafe
Leisure Travel
MWR Membership
Cottages at Redstone Rental





Dear Prescriber, Some Military Pharmacies Now Accept **Electronic Prescriptions**

Reminders

- ✓ Tell your patients to let our pharmacy staff know that their prescription was sent electronically from your office.
- ✓ Some medications still require paper prescriptions. Military pharmacies do not accept electronic prescriptions for controlled substances. Contact the pharmacy with questions.

For Patients who use :
Fox Army Health Center Pharmacy
4100 Goss Road
Redstone Arsenal, AL 35809

**Fox Army Health Center Pharmacy
DOES NOT accept verbal prescriptions.**

Due to transmission errors beyond our control; providing patients with a paper copy of the transmissions is strongly advised.

Send prescriptions to:

(Our Formulary -->)

Save Time and Help Prevent Medication Errors

- Electronic prescriptions usually travel instantaneously from your office to our pharmacy.
- The electronic prescription process adds increased patient safety by preventing medication errors.

Save Your Patients Time and Money

- Save patients an extra trip to the pharmacy by sending their prescriptions electronically.
- Electronic prescriptions may also help in suggesting generic and other medications, resulting in cost effectiveness.

**View the TRICARE Formulary at
www.tricare.mil/pharmacyformulary**

DOD REDSTONE ePhcy

Department of Defense (DoD) Electronic Prescribing Pharmacy Name

(256) 313-0300

Pharmacy Phone Number

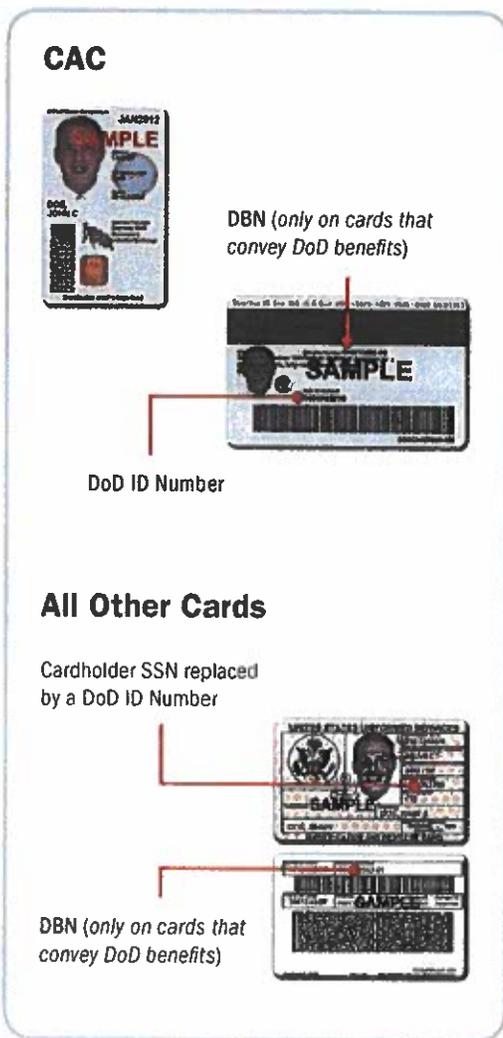
0139685/1487068201

Pharmacy NCPDP/NPI Number

<http://www.redstone.amedd.army.mil>

Military Pharmacy Formulary Location

Electronic Prescribing to Military Pharmacies: Frequently Asked Questions



How can providers' offices assist in improving patient safety and decreasing the number of clarification calls received?

Help improve patient safety and decrease the number of clarification calls by transmitting as much patient-specific and unique data as possible in the electronic prescription. TRICARE patient identifiers include the sponsor's Social Security number (SSN), Department of Defense (DoD) identification (ID) number, or DoD Benefits Number (DBN). Other key attributes include the National Drug Code (NDC) for the drug and National Provider Identifier (NPI) number for the prescriber.

Which TRICARE patient identifiers can my office send for electronic prescriptions?

Many health insurance plans use different numbers for medical (*non-pharmacy*) and pharmacy-specific billing, and your software vendor may support this. For electronic prescription submissions, please use the legacy 9-digit SSN (*not on the new ID cards*) or the 10-digit DoD ID, which is located on the new ID cards (*see figures at left*). The 11-digit DBN may be available for use in electronic prescriptions in the future, but will not be available for use in the near term.

What are the differences among TRICARE patient identifiers?

To improve patient privacy, TRICARE is transitioning from the 9-digit SSN to the 11-digit DBN for medical (*non-pharmacy*) claims submissions. The newly formatted military and family member identification cards do not have the 9-digit SSN. In its place, they have the 10-digit DoD ID, which is *not* to be used for TRICARE medical (*non-pharmacy*) billing.

Using TRICARE Patient Identifiers

	SSN	DoD ID	DBN
Electronic Prescriptions	✓	✓	✗
Medical Claims Submissions	✓	✗	✓

How can I find out what is being transmitted and where to enter this data?

The reference documentation that came with the software your office uses to transmit electronic prescriptions may answer these questions. If a review of the documentation does not answer your questions, contact your software vendor help desk for further clarification.

Pharmacy Prescription Transfer Template TO Fox Army Health Center

PRIVACY ACT STATEMENT

In accordance with the Privacy Act of 1974 (Public Law 93-579), this informs you of this document's purpose and how it will be used. **AUTHORITY:** 10 U.S.C 136; 10 U.S.C. 1074f; DoD Directives 1404.10, 5101.1, 5136.01, and 6490.02E; and DoD Instruction 6025.19. **PURPOSE:** To obtain information in order to transfer prescriptions to the Military Treatment Facility at the beneficiary's request. **DISCLOSURE:** Voluntary.

SECTION A: COMPLETED BY (SELECT ONE)*

Patient Patient's Legal Guardian _____

DATE*: _____

Fields marked with an asterisk () are required. Please include as much information as possible. Only complete section A below. When finished, hand this authorization to your pharmacy to begin the prescription transfer process. If you have bottles, packages, or labels from the prescriptions you would like transferred, providing them to your pharmacy may expedite the processing of your request.*

PATIENT INFORMATION		
NAME (Last, First, MI)*:	DOB (MM/DD/YYYY)*:	DOD ID# or Sponsors last 4:
Phone #*:	Address (Street, City, State, and ZIP Code):	
Allergies (please list all allergies):		

TRANSFERRING FROM INFORMATION	
Pharmacy Name*:	Pharmacy Phone #*: (Check Rx label)
Address (Street, City, State, Zip Code):	Fax:

PRESCRIPTION INFORMATION (List all of the medications you would like transferred; additional medications on reverse side)	
Medication Name(s)*:	Prescription #(s):
1.	1.
2.	2.
3.	3.

SECTION B: TO BE COMPLETED BY THE PHARMACY RECEIVING THE PRESCRIPTION(S)

For pharmacy personnel use only. All fields are required for each prescription requested for transfer.

PHARMACY INFORMATION	
Name of Receiving Pharmacist:	Name of Transferring From Pharmacist:
Receiving Pharmacy DEA (Required for controlled substances):	Transferring From Pharmacy DEA (Required for controlled substances):
Receiving Pharmacy (Name, Address, City, State, ZIP Code, Phone #, and Fax #):	
FOX ARMY HEALTH CENTER, 4100 GOSS RD, RSA, AL 35809 256-955-8888	

DRUG INFORMATION (for #1 above)		DRUG INFORMATION (for #2 above)		DRUG INFORMATION (for #3 above)	
Drug Name:		Drug Name:		Drug Name:	
Strength:	Quantity:	Strength:	Quantity:	Strength:	Quantity:
Sig:		Sig:		Sig:	
Refills Remaining:	Date Written:	Refills Remaining:	Date Written:	Refills Remaining:	Date Written:
Orig. Fill Date:	Last Fill Date:	Orig. Fill Date:	Last Fill Date:	Orig. Fill Date:	Last Fill Date:
Provider:		Provider:		Provider:	
DEA:	NPI:	DEA:	NPI:	DEA:	NPI:

Pharmacy Prescription Transfer Template

ADDITIONAL PRESCRIPTION INFORMATION (If necessary)	
Medication Name(s)*:	Prescription #(s):
4.	4.
5.	5.
6.	6.

DRUG INFORMATION (for #4 above)		DRUG INFORMATION (for #5 above)		DRUG INFORMATION (for #6 above)	
Drug Name:		Drug Name:		Drug Name:	
Strength:	Quantity:	Strength:	Quantity:	Strength:	Quantity:
Sig:		Sig:		Sig:	
Refills Remaining:	Date Written:	Refills Remaining:	Date Written:	Refills Remaining:	Date Written:
Orig. Fill Date:	Last Fill Date:	Orig. Fill Date:	Last Fill Date:	Orig. Fill Date:	Last Fill Date:
Provider:		Provider:		Provider:	
DEA:	NPI:	DEA:	NPI:	DEA:	NPI:

Prescription transfer(s) completed by: _____
Pharmacist

PHARMACY CUSTOMERS

CHECK IT OUT!!!!

Now you can see our

LIVE-UP-TO-THE-MINUTE

Wait times....BEFORE you

leave home or work!!!

Just go to our website:

www.redstone.amedd.army.mil

Common Service Wait Times

Telephone Appointment Queue

Currently in Queue	Current Wait Time	Total Calls Today	Operators Online
0	unknown	370	0

Pharmacy

Queue	Customers in Queue	Average Wait	Last Ticket Called
Active Duty Personnel	0	0 minute(s)	A33
TRICARE Beneficiaries - All	2	1 minute(s)	B492

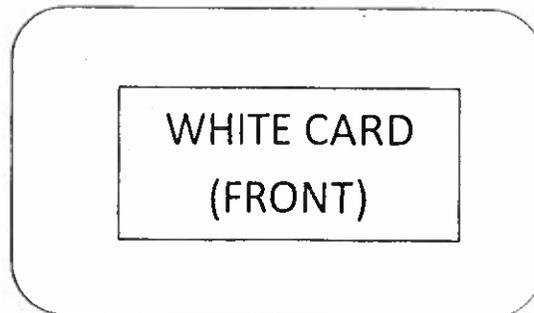
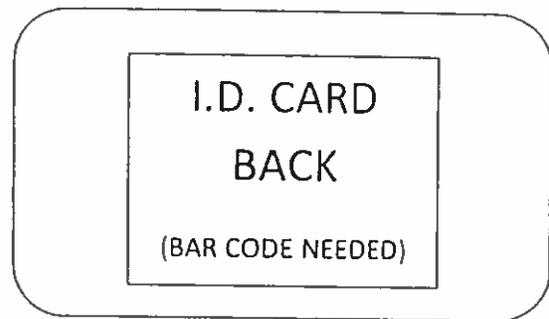
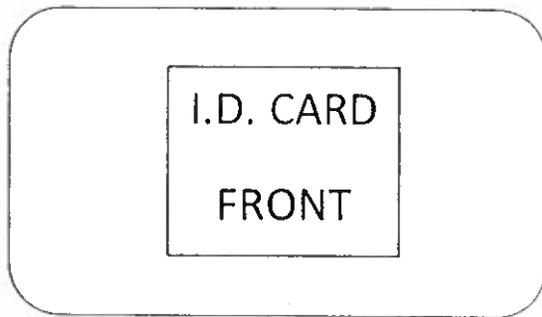
Lab

Queue	Customers in Queue	Average Wait	Last Ticket Called
Lab Check In	0	0 minute(s)	L48
Blood Draw	0	0 minute(s)	L48
Active Duty	0	0 minute(s)	A18
Coumadin Clinic	0	0 minute(s)	C2

FOX ARMY HEALTH CENTER PHARMACY

PRESCRIPTION PICK-UP GUIDANCE

AR 40-3 requires medical care and services be provided only to eligible beneficiaries. The valid/current Military I.D. Card is the tool that helps us meet this requirement. Medication(s) will not be issued for any beneficiary over the age of 10 years unless a valid/current military I.D. card for that patient is presented to pharmacy services. A clear paper photocopy of the front and back of the patient's valid/current military I.D. card, as well as their "white card" (DD form 2569) will be accepted at FAHC for the purpose picking up medications for a beneficiary. Please note: Electronic devices (i.e. smart-phones, iPads, etc) containing pictures of a military I.D. card will not be accepted.





DID YOU KNOW.....???????

FOX ARMY HEALTH CENTER has a secure DROP BOX for UNUSED/EXPIRED medications!

Bring unused/expired medications on your next visit, and drop them in the box! (Must fit in slot)

Located in the Pharmacy/Café lobby next to the sliding double doors.



UNUSED MEDICATIONS AND SHARPS DISPOSAL IN THE STATE OF ALABAMA



Follow these simple steps to dispose of medicines in the household trash

MIX
Mix medicines (do not crush tablets or capsules) with an unpalatable substance such as dirt, kitty litter, or used coffee grounds.

PLACE
Place the mixture in a container such as a sealed plastic bag.

THROW
Throw the container in your household trash.

SCRATCH OUT
Scratch out all personal information on the prescription label of your empty pill bottle or empty medicine packaging to make it unreadable, then dispose of the container.

IF YOU CANNOT GET AN FDA-CLEARED SHARPS CONTAINER, FOLLOW THESE GUIDELINES:

Use an empty household container with these features:

- Stays upright
- Made of heavy-duty plastic
- Tight-fitting lid that cannot be punctured
- Does not leak

DO NOT USE
These containers can break or puncture easily:

- Milk container
- Water bottle
- Glass container
- Soda can

1 Discard in a household container. Close lid and tape shut. Label container.

2 Bring container to a sharps disposal program. If you cannot find a disposal program, put container in center of full trash bag and discard in regular trash.*

DO NOT put sharps containers in RECYCLING!

*In some areas it is illegal to dispose of sharps in the trash. Please follow your community guidelines.

KEEP YOUR COMMUNITY SAFE

DO NOT throw loose sharps in trash

DO NOT put sharps in recycling

DO NOT flush sharps down toilet

KEEP OUT of reach of children

ALWAYS USE A SHARPS CONTAINER

Used sharps are hazardous waste. When not discarded properly they can cut and infect others. Protect your community by always discarding your used sharps in a sharps disposal container.

FREE sharps containers may be available from your doctor, hospital, health insurance or medication supplier. You can also buy a sharps container from your pharmacist or online.

FDA
For information about sharps and how to use sharps containers, contact the Center for Safe Community Health, Division of OTC, ACD, and CDD. For more information on sharps and how to use sharps containers, visit www.fda.gov/sharps.

781.845.5277 • medsafe.com