



How to talk to your Pharmacy Staff

- * **Be polite**, even if others aren't, be courteous to other customers.
- * Be **patient** in line. Wait your turn. Pharmacies are very busy places. Remember you are not their only customer and they try to get everyone in a timely manner, but it does take time to fill prescriptions. If possible, drop your prescription off and come back at a later time to pick up.
- * Do not call multiple times to check on your prescription. Ask your pharmacy if they have a text/call system that will notify you when your prescription is ready. Calling multiple times only delays your fill.
- * Try to get your full prescription out if financially possible. **DO NOT** go to the pharmacy more than once a day to get your medications. This throws up a red flag and will not result in a pleasant experience.
- * Most pharmacies will not allow you to get an early fill. It is your responsibility to speak with your treatment team if you get off schedule on when you need to pick up your medications.
- * If you require a prior authorization, this has to go through many people before it gets approved. When the pharmacy says you need a PA know that this is normally a 72hr process. First you should call High Point Clinic and let your Case Manager know that you need one. This is done as quickly as possible and involves filling out information about your treatment and medications. After that, your insurance company receives it and then must approve or deny it. Calling the pharmacy, your Case Manager, or your insurance company numerous times will not speed the process it actually lengthens the time it takes.
- * While at the pharmacy you are representing High Point Clinic. If we get a report of inappropriate behavior by a HPC patient, that could be grounds for discharge

If you have problems at your pharmacy, please notify HPC staff as soon as possible so we can attempt to get the problem solved that same day.