

How to Order Your Medication Refills

Using the Pharmacy Interactive Voice Response Phone System (IVR)

This pamphlet explains how to use the Pharmacy Interactive Voice Response system (IVR) and its features. The IVR system enables you to order refills, initiate contact of physician when you are out of refills and obtain pharmacy hours of operation.

Please call 3 days before you are out of medication and we will have your order ready within 48 hours.

HOW TO ORDER REFILLS

Before you call, please have ready the prescription number and the name of the medication. This information is available on the container label. You must have this information in order to use the pharmacy IVR.

To order refills, call the number listed on the label:

(619) 662-4160

Using the menu options you will:

1. Enter your 7 digit refill number located on the upper left hand corner of the label (Option 1).
2. The system will ask you to confirm that the order is correct. Please do so to finalize the order.

USEFUL OPTIONS

1. May initiate a fax to your physician in case you do not have refills at a touch of a button.
2. Check the pharmacy office hours and location (Option 4).



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