

RW BLISS ARMY HEALTH CENTER MEDICATION REVIEW PROGRAM

The pharmacy at RW Bliss Army Health Center is offering a new service to ANY patient who is eligible to receive medications here. We call it our Medication Review Program. The goal of this program is for a pharmacist to review medications (from here, other military installations, the VA, Tricare Mail Order, out of country or an outside civilian pharmacy) with a patient, family and/or friend to better optimize the patient's use and understanding of and obtaining his/her medications.

How to get an appointment: Call **533-8718** and schedule an appointment. If the pharmacist is not available please leave a message and the pharmacist will call you to discuss an appointment. We kindly ask that you arrange for childcare during your scheduled appointment. The program's present hours of operation are 0900-1530.

What we can discuss (but to what we are not limited):

- Proper use of inhalers and other devices which we carry in our pharmacy (ex. blood glucose monitor, Imitrex® injectors).
- Helping solve problems such as "How do I take these medications since they interact with each other?"
- Setting up a medication calendar for you.
- Medications you receive outside of RWBAHC pharmacy to determine if they are now on our formulary since our formulary changes.
- Non-formulary medications which you receive outside our pharmacy. We may be able to make a list of alternative medications we carry so you can take the list to your provider and ask if our formulary medications would adequately treat your condition.
- Assisting you to get name brands not carried at RWBAHC at low or no cost through patient assistance programs (ex. Partner for Prescription Assistance).
- Setting you up with Tricare Mail Order Pharmacy (TMOP).
- On line refill request. (Tricare Online -TOL)
- Form to release patient medications to non-patient.
- Solving medication problems over which we have control.
- Transferring prescriptions from another military or civilian pharmacy (but not from Veterans Administration or any mail order) to RWBAHC. We can help with transferring prescriptions out of RWBAHC.
- Assisting you with Tricare prior authorization and medical necessity forms for your outside provider which may decrease your copay costs.
- Giving you a wallet sized card to carry with you at all times on which you list your current medications to show any healthcare providers you may see.
- Anticoagulation medication per RWBAHC Anticoagulation Therapy Program.

Some of these services are similar to the procedure known as medication reconciliation, which is often done on in-patient visits to a hospital.

There are some issues which we can not solve. We can not:

- order medications which are not on our formulary.
- get your provider to order a specific medication.
- call your provider to reorder a medication (this is the patient's responsibility).
- get you medication outside of State, Federal, RWBAHC and Army rules and regulations (ex. 90 days on a 30 day drug, more than one courtesy refill, dispense medication without an ID card, fill prescription for more quantity than provider writes).
- order or refill medications.

NOTE: Issues with pharmacy policy should be discussed with the Chief of Pharmacy Services (533-9025).

12/17/10