



Tips to reduce your Pharmacy wait times



Patients can minimize their wait times in the pharmacy by requesting their medications be filled prior to their arrival.

- For refill prescriptions, call 845-938-2527 48-hours before the medication is needed. This gives the pharmacy time to process the prescription and order the medication if it is not on our shelves. Prescriptions will be held for 10 calendar days after being filled.
- For new prescriptions, please call the pharmacy directly at 845-938-2271 two hours before arriving at the pharmacy.
- Patients are encouraged to utilize the ScriptCenter for refills. The ScriptCenter is in the front lobby of the hospital and allows pick-up 24/7 if the medications are called in **two days** prior. This system does not work for new prescriptions or refrigerated medications. Prescriptions are held for 10 calendar days after being filled. Using this system generally results in no wait time for the pick-up of refill prescriptions!
- Please be aware that controlled substances take longer to process than non-controlled medications. However, calling ahead to request your medication be processed prior to your arrival will decrease your time waiting at the pharmacy.

Refills vs. Renewals (New Prescription)

If you are eligible for a medication refill, that simply means you can order a new supply of your medication when you're running low or out of medication without having to go through your prescriber. When you run out of medication refills for a maintenance medication that your prescriber has authorized, you'll need to get a prescription renewal. This is, in essence, a new prescription for the same medication.



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When you pull at ticket at the Keller Pharmacy, the kiosk will ask if you are here for a New Prescription, or a Refill. To receive the most appropriate service, it is important to select the right ticket. Any medication that is not a refill prescription, called in at least 48 hours prior, will need a New Prescription ticket.

<https://www.express-scripts.com/pharmacy/blog/refills-vs-renewals>

Targeting low-volume times

The fastest pharmacy wait times are between 0900-1000, and 1300-1500, also Mondays. Please try to avoid Friday afternoons, which is when we have our longest wait times.

General Tips

- Please bring the patient's ID card, or a photo of the front and back of the patients ID card to pick up for someone other than yourself.
- Prescription Transfers may take up to two business days to process.
- Patients over 14 years old must have their own ID card.
- The outpatient pharmacy is closed during any Garrison Code Red (inclement weather). You can call 845-938-7000 to check on the status of Code Red prior to coming on any days where bad weather is anticipated.