

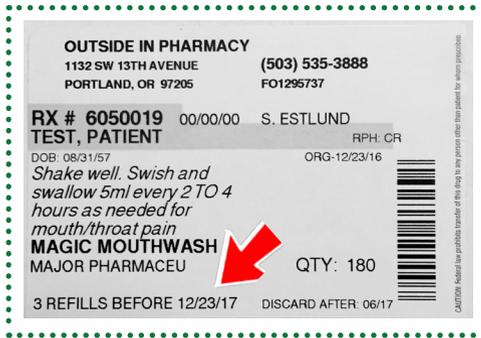
# common QUESTIONS & ANSWERS

**Q:** What is the quickest way to get my prescription refilled if I know that I have refills left?

**A:** Call your pharmacy for a refill. **Pharmacies appreciate a couple days notice to process prescriptions.** If it is an emergency and you need a refill sooner, call or stop by the pharmacy and request a refill while you wait.

**Q:** How do I know if I have refills left?

**A:** Your prescription bottle should say how many refills you have left and the date that the refills run out.



**Q:** Who will call me to let me know when my prescription is ready to pick-up?

**A:** Many pharmacies (including Outside In's Pharmacy) do not call you when your prescription is ready, unless you specifically request a call. You may need to call your pharmacy to verify if your prescription has been filled.

**Q:** Can I have someone pick up my meds for me?

**A:** Yes! Call your pharmacy and authorize another person to pick up medications for you.

**Q:** The dosage on my medication is different than what I discussed with my provider.

**A:** Contact your pharmacy; they will double check the prescription for accuracy. If there is still a question about the dose, the pharmacist can follow-up with your provider.

**Q:** I think I am having an allergic reaction to a medication. What should I do?

If you have or are experiencing:	If you have or are experiencing:
Difficulty breathing or swallowing	Rash
Severe swelling	Itching
Fainting	Nausea
	Upset stomach



**Seek immediate medical attention and call 911.**



**Contact your provider or pharmacist.**

**Q:** I saw my doctor this morning and we discussed a prescription, but my pharmacy hasn't received it yet.

**A:** It's possible your provider hasn't signed your prescription order yet. Call the clinic @ (503) 535-3860 to troubleshoot.

**Q:** I spoke with someone at the clinic a few hours ago about getting my prescription refilled, but I haven't heard back.

**A:** We address prescription requests as soon as possible. Our policy is that all requests will be processed within 72 hours. If you have not heard back from someone at Outside In within that period, call your pharmacy and see if the prescription was approved. If so, you can request a call from your pharmacy when the prescription is ready for pick-up. If it was not, call the clinic to troubleshoot.



**A:** Have the new pharmacy call the old pharmacy for a prescription transfer.

## JUST SO YOU KNOW

Our providers **do not** prescribe these meds. We **do not** carry them at our pharmacy:

Benzodiazepines including Ativan, Xanax, Valium, Klonopin; Opiates including Vicodin, Oxycodone, Oxycontin, Morphine, and Fentanyl; & stimulants for the treatment of ADHD including Ritalin, Adderall

# questions & issues INSURANCE

**Q:** What is a Prior Authorization (PA), and how long does this process take?

**A:** Sometimes an insurance company does not cover the cost of a medication. A Prior Authorization (PA) is a request to the insurance company to make an exception and cover the medication. Insurance companies have specific guidelines to determine if an exception to cover a med is approved. They may need more information from your provider.

The time it takes for a PA to be approved/denied varies on the insurance plan and the medication requested. If you have not heard anything in 3 days, you should follow up with a phone call to your provider or pharmacy for more information.

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**Q:** I do not currently have insurance. What happens if the doctor prescribes me a medication that I need, but is not available at Outside In's pharmacy?

**A:** Outside In's Pharmacy can help you source your medication. There are scholarship programs for meds through drug companies. Discuss your options with one of our pharmacists.



We're open Monday-Friday 1-5 pm.  
Reach us at (503) 535-3888.



You may be able to choose another person to pick up on your behalf or make an arrangement with the pharmacy (some limitations apply). Discuss your options with one of our pharmacists.

Ask about MTM (medication therapy management services).  
Outside In Pharmacists are available by appointment to sit down and discuss your medications with you.



## JUST SO YOU KNOW

We take these OHP plans: CareOregon, FamilyCare, and Open Card. Let us know if you have another insurance plan but have a medication co-pay that is too expensive.



Just picked up your **last refill**? Call us! We can get a head start so you don't experience any gaps in meds.

# PHARMACY FREQUENTLY ASKED QUESTIONS



What you need to know to get the prescriptions you need when you need 'em



Our Pharmacy:  
1132 SW 13th Ave; Portland 97205  
(503) 535-3888

**Open Monday thru Friday, 1-5 pm.**