

KENNER ARMY HEALTH CLINIC PHARMACY SERVICES

Who is eligible to use the Pharmacy?

All Active Duty service members, their family members, Army Reserve and National Guard members on active orders. Military retirees and their family members can use the Pharmacy if they are authorized medical benefits. The **patient's** military ID card must be presented each time service is requested. For children under the age of 10 that do not have an ID card, the sponsor's ID card will be used to determine eligibility for services.

Is there a list of medications stocked by the Pharmacy?

Yes. The Pharmacy medication list, or formulary, is available from the KAHC website using the following internet address.

<http://kenner.narmc.amedd.army.mil/Pages/Pharmacy.aspx>

What do I do if the Pharmacy does not have my medication(s)?

The DoD has other Pharmacy options for eligible patients to use if KAHC cannot meet their needs. The other options are the TRICARE Pharmacy Home Delivery and the TRICARE Retail Network Pharmacy programs. The Home Delivery program is an excellent choice for your maintenance medications, and the Retail Network program is a good choice for your urgent, short-term medication needs. Co-pays may apply. You can find enrollment information about both of these programs at www.tricare.mil

My provider uses a computer to prepare prescriptions for me. Will the Pharmacy fill these prescriptions?

Yes, if the Pharmacy stocks the drug(s) and the provider manually signs each prescription. A computer-generated signature or stamped signature is not acceptable according to Virginia State Law.

How do I get my refill?

The Pharmacy has a **MANDATORY** call-in refill process. The fully automated system is available 24-hours per day, every day, by calling 734-9535. You should call in your refill at least five (5) workdays before you expect to run out of your medication. Refills are processed within 72-**BUSINESS** hours after they are called-in. They can be picked up at Window 7 from 0800 to 1630, and at any other window during the other Pharmacy hours of operation. Just bring the patient's ID card and go directly to Window 7 when you come to the Pharmacy. You may also order your refills via the internet by going to the Kenner Army Health Clinic Pharmacy website, <http://kenner.narmc.amedd.army.mil/Pages/PrescriptionRefill.aspx> ,and clicking on the Online Prescription Refill link.

I am new to Fort Lee and have prescriptions from the military treatment facility at my last assignment. How do I get my medications from the Pharmacy?

You should call or visit the Pharmacy several days before you run out of your medication(s) to find out if the Pharmacy has your medication(s). A staff member will be glad to help you make your transition to Fort Lee as smooth and problem-free as possible.

“BROWN BAG” MEDICATION REVIEW

KAHC Pharmacy Service has Pharmacists available for personal consultations to ensure that each person is not using or storing expired medications and is not taking medications that, when taken together, could cause unwanted side effects. Patients may schedule an appointment for a medication review by calling the Pharmacy at 734-9137.

SELF CARE

A limited number of over-the-counter (OTC) self care medications are available to eligible beneficiaries. The following guidelines apply.

1. Adults:
 - a. Must be eligible for care.
 - b. Training/self-care card or certificate recommended but not required.
 - c. Use adult self-care form at Pharmacy.
2. AIT Service Members:
 - a. Must be screened by health care staff at TMC-1 or TMC-2; temperature must be on AIT self-care form.
 - b. Medications issued from a TMC Pharmacy.
3. Pediatrics: Pediatric Self-Care Card REQUIRED and must be presented at time of service!
 - a. For pediatric patients (17 years old and younger) only; not for parents.
 - b. MUST complete Pediatric Clinic self-care program.
 - (1) Parent(s) must register for a class by calling (804) 734-9125.
 - (2) Classes given on the first Thursday of each month at 1200 in the Preventive Medicine Classroom, Room B201.
 - (3) Use the Pediatric self-care form at Pharmacy.

PRESCRIPTION DROP OFF SERVICE

Limited Drop Off Service. Patients with handwritten (paper) prescriptions may drop off their prescriptions for processing and pick up after 1000 the following business day at Window 7. Please contact the Pharmacy staff for more details.

The pharmacy is open from Monday through Friday, 0600 - 1800. You can contact the pharmacy at 734-9137. The lowest waiting times are generally from 0600 - 1000, and are highest between 1100 –1600.