Pharmacy News from the 21st Medical Group

In a continued effort to encourage physical distancing, starting Wednesday 8 April, 2020 Peterson pharmacy operations will transition to drive-thru service. The main clinic pharmacy and the indoor Satellite pharmacy will not be open for pick-up. All medications can be picked up in the Exchange parking lot. Enter through the main (center) exchange parking lot entrance and then follow the signs. The drive-thru pharmacy service will be located in the north section of the exchange parking lot. More info below

1. Are the Peterson AFB Pharmacies Open?
Effective 8 April 2020, the Main Clinic Pharmacy and Satellite Pharmacy in the BX are closed in order to consolidate services in one location to support drive-thru/curbside access Monday-Friday 8 a.m. to 4 p.m. The drive-thru service will be located in the north section of the Exchange parking lot.

The pharmacy is making these changes to maintain safety for both patients and staff, and to continue the valued pharmacy benefit to all our patients: active duty, dependents, and retirees.

Service hours are subject to further modification based on changing conditions and installation commander direction.

2. How do I access the drive-up service?
The drive-thru service is located in the north section of the Exchange parking lot. Signs and personnel will be on-site to direct traffic accordingly. Enter through the main (center) Exchange parking lot entrance. Please follow the direction of staff and the posted signs.

3. My civilian provider sent a new prescription to the pharmacy through the electronic system—how do I get that prescription filled?
Please call the pharmacy at 719-556-6200 to activate your prescription over the phone. The pharmacy will notify you of when you can expect the prescription to be ready for pick-up through the Satellite Pharmacy drive-up service. Please be aware that your prescription may not be ready for pick-up on the same day.

4. A Colorado Military Health System (Ft Carson, Peterson AFB, Schriever AFB, USAFA) provider sent a new prescription to the pharmacy through the electronic system—how do I get that filled?
Providers at Peterson AFB will activate urgent/emergent prescriptions for patients as part of your visit (whether face-to-face or virtual). If your prescription is for a routine or maintenance medication, or if you were seen by a prescriber in another military treatment facility, please call the pharmacy at 719-556-6200 to activate your prescription over the phone. The pharmacy will let you know when you can expect the prescription to be ready for pick-up. Please be aware that your prescription may not be ready for pick-up on the same day.

5. I have a handwritten paper prescription, how do I get that filled?
It is preferred that your doctor send all prescriptions to the pharmacy through the electronic system whenever possible. Your doctor can send prescriptions to “DOD Pete East AFB ePHCY” through their electronic prescription system. Unfortunately, the pharmacy is unable to accept electronic prescriptions for controlled substances at this time.
You may drop off your handwritten paper prescription through the Satellite Pharmacy drive-up service in the Exchange parking lot. An attendant will let you know when you can expect the prescription to be ready for pick-up. Please be aware that your prescription may not be ready for pick-up on the same day and that guidance on the acceptance of paper prescriptions may change in the future.

6. How do I get my prescription refilled?
Routine prescription refills can be requested by calling the refill line at 719-556-1109, option 1 or toll-free at 1-888-745-6427 and using the number on the prescription bottle. Refills can also be requested through the TRICARE Online website at www.tricareonline.com. Refill prescriptions can be picked up through the Satellite Pharmacy drive-up service in the Exchange parking lot after 3 duty days. Please note some medications require additional processing time and may take 5 duty days (these prescriptions include this information on the prescription label).

7. Can I get extra refills or have my prescription filled early?
At this time, extra refills or early refills are not available. The pharmacy follows the guidance from the Defense Health Agency that allows refills when 75% of the previous refill is complete for non-controlled medications and three days before the refill is complete for controlled substances. The pharmacy is actively monitoring current guidance from TRICARE and the Defense Health Agency and will adjust when directed.

8. Are there other ways to have a prescription filled if I am unable to come to the base?
Yes, TRICARE and TRICARE-For-Life beneficiaries may utilize TRICARE retail network pharmacies (Walgreens, Walmart, Kroger and many others) or the TRICARE mail order pharmacy. More information is available from https://www.express-scripts.com/prescription/TRICARE.html or by calling 1-877-363-1303