

Refill Pharmacy

The Refill Pharmacy is located in the Fort Hood Main Post Exchange on Clear Creek Road inside the Customer Service area. Because of the large number of patients, patients must request refills in advance. **To request refills, use the 24-hour automated telephone refill system.**

Medication not claimed after five days from designated pick up date are returned to stock. Contact the pharmacy staff if you expect a delay in picking up your refill. Please request that your medications be held until a specific date.



Call to refill 24 hours a day:

(254) 288-8911,
288-8912, 288-8917,
288-8918, 286-7295, 286-7296

Outside local calling area only Toll-free
1-800-351-3636

Refill Pharmacy Pick-up at the Fort Hood
Main Post Exchange Mon - Sat 9 a.m. - 6 p.m.
Closed Sunday

Mandatory Call-in Refill

Refill Pick-up Schedule

Called in by 1200	Monday	Pick up after 1200	Wednesday
	Tuesday		Thursday
	Wednesday		Friday
	Thursday		Tuesday
	Sat. - Sun.		Wednesday

Drug List

CRAMC's Formulary is a list of our most commonly dispensed medications. The formulary changes frequently, so medications not previously stocked may be now available. We primarily stock generic equivalents of most medications. Please ask your provider to allow generic substitutions. Most medications used for chronic illnesses are dispensed in a 90-day supply. Most prescriptions are valid for one year from the date originally written. There is an exception for controlled medications.

You or your health care provider can access the CRDAMC formulary free of charge 24 hours a day at:

 www.crdamc.amedd.army.mil

Then click on the Pharmacy link or call the main pharmacy at (254) 288-8800

Clinic Pharmacies

Clinic pharmacies provide services to patients seen in those clinics for new prescriptions only. Prescriptions from civilian providers must be filled at the Main Pharmacy at Carl R. Darnall Army Medical Center.

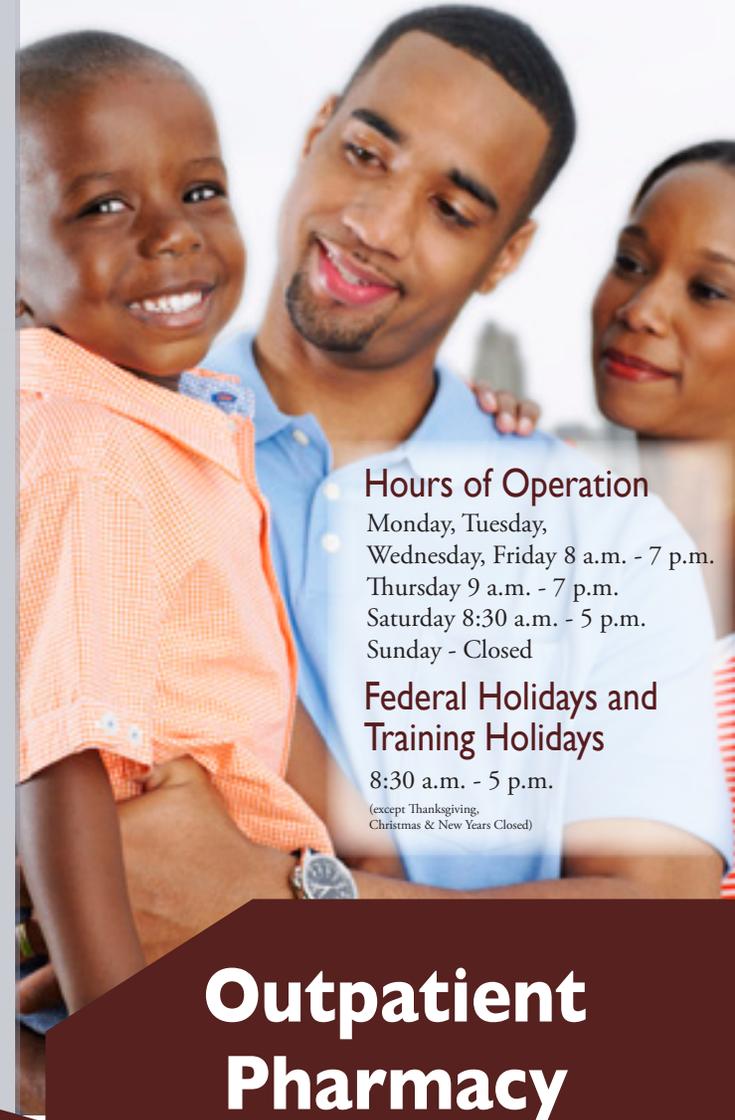
Copperas Cove Family Care Clinic (542-4036)
Located at 819 East Highway 190

Thomas Moore Clinic Pharmacy (285-6349)
Located at 58th St & 761st Battalion Avenue

Monroe Health Clinic Pharmacy (618-8767)
Located at 74th Street & Battalion Avenue

Bennett Health Clinic Pharmacy (618-8123)
Located at 31st Street & Battalion Avenue

DARNALL
ARMY MEDICAL CENTER



Hours of Operation

Monday, Tuesday,
Wednesday, Friday 8 a.m. - 7 p.m.
Thursday 9 a.m. - 7 p.m.
Saturday 8:30 a.m. - 5 p.m.
Sunday - Closed

Federal Holidays and Training Holidays

8:30 a.m. - 5 p.m.

(except Thanksgiving,
Christmas & New Years Closed)

Outpatient Pharmacy

Outpatient Pharmacy

Carl R. Darnall Army Medical Center (CRDAMC) has outpatient pharmacies located in the hospital, on Fort Hood and in the local communities. Pharmacy services include the filling and refilling of prescription medications that are stocked at CRDAMC.

Prescriptions are dispensed from Darnall pharmacy facilities without charge to military ID card holders (Soldiers, Family Members, Retirees and their family members).

All handwritten prescriptions are filled at the Main Pharmacy at Carl R. Darnall Army Medical Center. To serve

our patients in an orderly fashion, the pharmacy uses the Q-Matic system to monitor each patient entering the pharmacy system and the processing of his/her medication.

The Pharmacy Process

Patients in different categories are called in sequential order.



Select the appropriate ticket that fits your category. The ticket dispenser will give you two tickets with the same number (make sure you keep both tickets).



Please have a seat and wait for your number to be called via the automated voice system. Your number will also be displayed on the 4-panel display board.



When called, please go to the designated window. Your ticket number will be flashing above the window.



At the window, please present the pharmacy staff member with both tickets and the patient's ID card. Upon completion of this transaction, please be seated.

Patients in each category are called when the prescription is filled and medications are verified

Medication Pick-up



When your medication is ready for pickup, your number is called via the automated voice system. It will be flashing above the designated window. Please present your Q-Matic ticket and the patient's ID.



Your ticket number will be flashing above the designated window. Please present your Q-Matic ticket and the patient's ID.



The patient or his/her agent will be given information about the medications by pharmacy staff and handed the medications.

Please verify that you are receiving the correct medications for the correct person.

Customer Service Window

- For handwritten prescriptions, please verify whether your medication is stocked at CRDAMC.
- For quick answers to your drug information questions, not ticked needed.
- For prescription drop-off service and next day pick up after 11:00 a.m. no ticket needed.

Drop-off Service

When the customer service window is not open, patients may drop off their prescriptions for next-day pick up. To take advantage of the drop-off option, take a "B" ticket and follow the "Prescription Processing" step. When you are called to the window, the pharmacy staff will check the prescription and issue you a green drop-off receipt indicating the number of prescriptions received and designated pick up date and time. Prescriptions must be picked up no later than 72 hours from drop-off time. Medication not picked up within designated time will be returned to stock.

Patient Comments

We would like to hear from you. Your ideas are important to us and we have implemented a lot of your suggestions.

Interactive Customer Evaluation

I.C.E. Computer Station - Look for the I.C.E. Kiosk located near window 8 in the main pharmacy lobby to present your ideas and concerns.