



## **Q-Anywhere: Frequently Asked Questions**

*\*Q-Anywhere is an electronic queue system to fill NEW and RENEWAL ELECTRONIC prescriptions sent to the pharmacy in the last 14 days. Prescriptions should be picked up after 1100 the NEXT business day. Prescriptions must be picked up within 10 days.*

### **How do I use Q-Anywhere?**

Text "Get in Line" to (833) 338-1717 and follow the prompts. DoD ID number must be entered. Most DoD ID numbers will be found on the back of your military or dependent ID card.

### **I want to use Q-Anywhere for my child, but do not have their DOD ID number. How do I get their DOD ID number?**

Please contact the DEERS Support Office toll free at 1-800-538-9552 or 1-866-363-2883 (TTY/TTD).

### **My doctor wrote me a hard copy prescription. May I use Q-Anywhere?**

No; Q-Anywhere is for electronic prescriptions only. (Controlled substances can now be sent electronically to the pharmacy from your provider).

### **What locations can I pick up my prescription at once I've used Q-Anywhere?**

Q-Anywhere applies only to new and renewal prescriptions to be picked up at either the NMCCCL Main Pharmacy within the Medical Center or the Pharmacy at the Exchange. At this time, we are not able to send prescriptions to NH 200 via Q-Anywhere.

### **What is the difference between a new, renewal and refill prescription?**

New prescriptions are brand new to you. Renewal prescriptions means you've had the medication before, but the prescription has expired or ran out of refills. Refills means you have refills available on that prescription; refill pick-up locations may be found on our website: <https://camp-lejeune.tricare.mil/Health-Services/Pharmacy>

### **Should I put in a Q-Anywhere ticket plus pull a ticket from the kiosk to get served faster?**

No, pulling multiple tickets causes confusion and may cause further delay in processing your prescriptions. If you need your prescription TODAY, pull a "new prescription" ticket from the kiosk.

### **I got a text message that my prescription is ready from Q-Anywhere. How can I pick it up?**

Return to the pharmacy and pull a "return for pick up" ticket from the kiosk. If you are returning the same day the prescription was filled, text "I am here" when arriving at the pharmacy.

### **When is the best time to use Q-Anywhere?**

Q-Anywhere is only available during business hours Monday – Friday and should be used for non-urgent prescriptions that will be ready to pick up the next business day. Please check the NMCCCL website for operating hours.

### **I have multiple people in my family. Can we use the same Q-Anywhere ticket?**

Yes. Please make sure you follow the prompts and enter each family members DoD ID correctly.

### **Can someone else pick up my prescription for a Q-Anywhere ticket?**

If you received a text message your prescription is ready, have the person picking up for you pull a "return for pick up" ticket. That person must have a copy of the patient's ID with DOD ID# (a photo on your phone is acceptable).

### **I put in a Q-Anywhere ticket. It said "no new prescriptions have been entered," so I reached out to my provider to send in the prescription. Can I use the same Q-Anywhere ticket?**

No. Please re-enter into the Q-Anywhere system by texting "get in line."



# NAVAL MEDICAL CENTER CAMP LEJEUNE Pharmacy

**I put in a Q-Anywhere ticket, and my prescription is filled and ready, but now I have another new prescription to fill. May I use the same Q-Anywhere ticket; what are my options?**

You can use Q-Anywhere to re-enter yourself into the system if you do not need your prescription today. If you do need your prescription today, please pull a ticket at the kiosk for "new prescription."

**May I use Q-Anywhere for refills?**

No. Please call the Pharmacy Refill Line at (910) 460-5786.

**I used Q-Anywhere to fill at the NMCCL Main Pharmacy. May I change the pick-up location to the Exchange? (Or vice versa)**

No. The Q-Anywhere system cannot change locations once a prescription is entered.