



## What Is My Prescription?

### **New/Renewal**

#### **\*Provider Initiated\***

**New-** Provider enters a new prescription medication (includes ER and discharge medications).

**Renewal-** (i.e. Out of Refills) Provider enters a new prescription for a medication when the patient has no more refills.

All NEW prescriptions, non-controlled and controlled, can now be sent electronically by your provider.

### **Refill**

#### **\*Patient Initiated\***

Patient has more refills for this prescription.

Patient calls 1-866-207-1028 to initiate refill process and chooses pickup location.

## Where Do I Go For My Prescription?

### **New/Renewal**

#### **Medical Center Pharmacy**

100 Brewster Blvd.  
MCB Camp Lejeune

**Hours:** Mon-Fri, 8 a.m. – 6 p.m.

#### **Satellite Pharmacy**

Camp Lejeune MCX

**Hours:** Mon-Fri, 8 a.m. – 6 p.m.

### **Refill**

#### **ScriptCenter Kiosks**

Camp Lejeune MCX  
New River MCX.

**Hours:** During Store Hours

#### **NH-200 Drive-Thru Window**

Building NH-200 in front of  
Medical Center

**Hours:** Mon-Fri, 8 a.m. – 6 p.m.  
Saturday, 8 a.m. – 4 p.m.

## When Do I Need My New/Renewal Prescription?

### **Now**

This option is for those who choose to **wait in the lobby**.

**Examples:** First time on a new medication, antibiotic, post-operative medications, or any urgent needs.

Go to Medical Center Pharmacy **OR** Satellite Pharmacy at MCX and get a **NEW** Prescription ticket from Kiosk in Pharmacy lobby.

### **Later**

This option is **NOT** for those who choose to wait in the lobby.

**Examples:** Medications that are *not an urgent need*, could possibly pick up another day.

**\*Processing these medications can take from three (3) hours to next business day.\***

Use **Q-Anywhere** to activate New/Renewal Prescriptions prescribed in the last 14 days.

Follow all text prompts until you receive a **Q-Ticket Number**. Make sure to choose correct pickup location- Medical Center Pharmacy or Satellite Pharmacy at MCX.

**WAIT** to come to the pharmacy until you receive a text stating "YOUR PRESCRIPTION IS FILLED AND READY FOR PICKUP." If you don't receive this text, prescriptions will be ready next business day by 11 a.m. Upon arrival at selected pharmacy location, pull a "RETURN FOR PICKUP" ticket. **WAIT** to be called to a window.