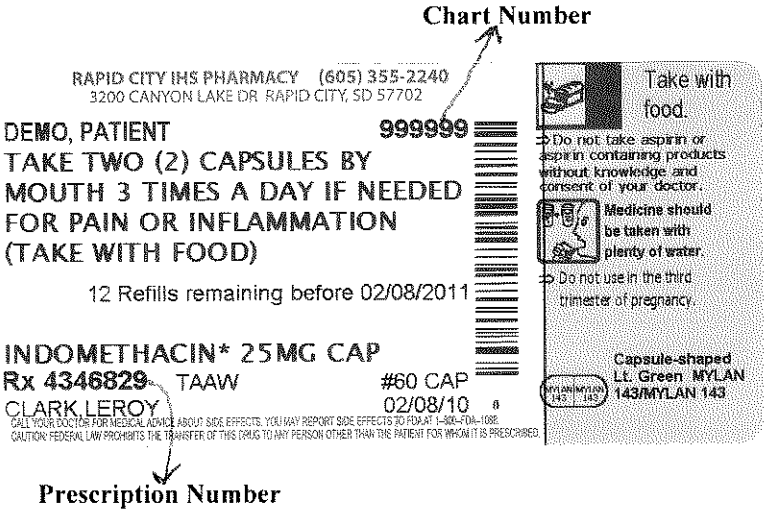
PRESCRIPTION REFILL INSTRUCTIONS:

Please use the automated telephone refill system to request prescription refills and to check the status of your prescription refill requests.

You will need to know two things in order to request refills:

1. ***Chart number*** (Located on your prescription label on the upper right corner.)
2. ***Prescription number*** (Located on the lower left corner of the prescription label (starts with "Rx")



The telephone number for this system is: **(605) 355-2240**. Simply dial in and follow the instructions from the system.

How soon can I call in for refills?

You can call in for refills as early as 7 days prior to completion of your prescription.

For a 30 day supply you can call on the 24th day.
For a 60 day supply you can call on the 54th day.
For a 90 day supply you can call on the 84th day.

Look at the refills you have left on your prescription medicines. Make sure to let your doctor know if you need a new prescription for your chronic medications.

EXAMPLE CALL

Dial (605) 355-2240

You will hear a brief welcome and then the voice will ask you to:

"Please enter the patient's chart number followed by the # sign":

enter the chart number on your telephone followed by the # button

"For prescription refills press 1"

press 1 to request prescription refill(s)

"Enter the prescription number that you want refilled. When finished press the # sign. You will need to repeat this procedure for each refill request."

enter the prescription number followed by the # button. Please wait a few seconds to hear if the prescription is refillable, is not refillable, or is too early to be refilled before you enter the next prescription number.

"For prescription status press 2"

press 2 if you want to see if a prescription you have already requested for a refill has been filled yet.

"Enter the prescription number you want to check followed by the # sign. To return to the previous list of options, press the # sign all by itself."

"To speak with a pharmacy attendant press 8"

press 8 ONLY if you truly need to speak with someone in the pharmacy.