

## REFILLING PRESCRIPTIONS

All refill requests must be made in advance via phone, internet, or mail.

Please allow **2 business days to process**.

**Please note:** If your prescription(s) are not picked up within 10 days they will be returned to stock

### Call-In Refill Requests

1. Call 502-624-9345 or 800-440-7058
2. To select location, press:
  - (1) Hospital Pharmacy
  - (2) Binter Street Pharmacy
3. Press (1) to request a refill
4. Enter the last 4 numbers of the sponsor's social security number followed by the # sign.
5. Stay on the line until you receive confirmation and a date when your prescription will be available.
6. Repeat steps 4-5 for each additional refill.

### Internet Refill Requests

Visit the following website and complete the online form:

[www.iach.knox.amedd.army.mil/pharmacy.asp](http://www.iach.knox.amedd.army.mil/pharmacy.asp)

### Mail-In Refill Requests

1. Pick up a mail-in card in the Pharmacy lobby.
2. Fill it out and mail it in at least 14 days prior to the date requested. Specify the date you expect to pick up your medications. **WE ARE UNABLE TO MAIL OUT REFILLS.** To pick up your refill at Binter Street, please write "Binter Street" in big letters on the address side of the card.

## Mission Statement

Optimize wellness and military readiness of those entrusted to our care by providing exceptional patient-centered medication therapy services with caring, compassion, and skill.

## Vision

To be the preferred and trusted source for medication therapy.

## HOURS OF OPERATION

### Hospital Pharmacy\*\*

Monday–Friday 0730–1730  
Training Holidays 0800–1630

**\*\*Closed Saturdays, Sundays & Federal Holidays**

### Binter Street Pharmacy\*\*

Monday–Friday 0830-1800  
Saturdays & Training Holidays 0800-1630

**\*\*Closed Sundays & Federal Holidays**

## Important Telephone Numbers

Hospital Pharmacy ——— (502) 624 -9777  
Binter Street Pharmacy ——— (502) 624 - 9222  
Refills (Local) ——— (502) 624 - 9345  
Refills (Toll Free) ——— (800) 440 - 7058  
Hospital Information ——— (502) 624 - 9333

**For concerns, compliments, or suggestions,**

please contact us at

usarmy.knox.medcom-  
irach.other.pharmacy@mail.mil

Or call (502) 624–9342

## Ireland Army Community Hospital & Binter Street Pharmacies



## DROP OFF NEW PRESCRIPTIONS

### At Hospital Pharmacy

1. If you would like to return later to pick up your prescription, please fill out a drop-off form, available at the table near window A, and turn it in to window B or C at the hospital.
2. Return to pick up your medications in approximately 2 hours.
3. Pick up medications at window B or C without pulling a Q-Matic ticket.

**Important:** Please note on the drop-off form if you have any allergies, are taking any vitamins, supplements, or herbal remedies, or if you are pregnant or breastfeeding.



### ID Policy

DOD ID must be presented for beneficiaries 10 years old or older in order to utilize pharmacy services. Please have either the ID card or a front and back copy of the ID available at the time of drop off and pick up to expedite processing of your prescriptions.

## REQUEST & WAIT for NEW PRESCRIPTIONS

### At Hospital Pharmacy

The Hospital Pharmacy primarily fills prescriptions entered into the computer by Ireland providers. However, hard copy prescriptions may be filled as well.

1. Pull tickets at the Q-Matic machine by window #1. The machine will dispense two tickets with the same number. Please keep both tickets.
2. Your ticket number will be called to a window to begin processing your prescriptions.
3. While your prescriptions are being processed, you may wait in the pharmacy waiting area.
4. Your ticket number will be announced overhead when your medications are ready.
5. If you don't hear your ticket number or feel like it may have been skipped, please go to a window to ask about the status of your prescriptions.

### Some numbers may be called out of order for various reasons such as:

- Different types or numbers of medications per order
- Our efforts to prioritize Active Duty members in uniform so they may return to duty as soon as possible
- Our efforts to process dental patients who may have just had dental surgery

## FILLING NEW PRESCRIPTIONS

### At Binter Street Pharmacy

- Binter Street Pharmacy is the primary site for off-post hard copy prescriptions.
- Prescriptions entered in the computer by IRACH providers may be filled at Binter Street Pharmacy also.
- Prescriptions can be dropped off and will be ready 1 hour later. These tickets are called to the window more quickly.
- Prescriptions can be filled at the window when you are called up. This option saves a trip back to the pharmacy later.

**Please note:** If your prescription requires clarification (e.g., dose, formulary, drug interactions), your order may take longer as we contact your provider.

Please provide a daytime contact number so we can call you in these instances.



We strive to be your preferred provider for pharmacy services and encourage you to utilize our Hospital and Binter Street Pharmacies for all your prescription needs.