

## Frequently Asked Questions

### **When is your pharmacy open?**

Our hours are from 8:00 AM to 5:00 PM, Monday to Friday, except for Cleveland County Government holidays or inclement weather.

### **Does your pharmacy close for lunch daily?**

The pharmacy does not close for lunch. Pharmacy staff staggers lunch breaks to keep the pharmacy open 8:00 AM to 5:00 PM.

### **Will it be okay for a family member, friend, or coworker to pick up my prescription for me?**

Yes, but any person picking up your prescription must know your date of birth for it to be released.

### **Do I have to be there to request a refill?**

Refills can be made in person or over the phone. To refill by phone, call (980) 484-5164. Follow the automated phone system prompts to punch in your prescription number from your label. If you do not have your prescription number, listen for the prompt to leave a message and leave your name, date of birth, phone number, and name of medication(s) to be refilled. We check our voicemail frequently, so please do not call repeatedly. All prescription refills must be requested 1 business day prior to pick-up or there may be a 30-minute wait or more. Do not attempt to email our pharmacy.

### **I had a prescription filled at your pharmacy 2 years ago, can I get a refill?**

Most prescriptions are only good for 1 year from the date they were written. After a year, a new prescription is needed.

### **Do the prescriptions cost anything?**

It depends on the clinic you visit, treatment needed, insurance status, etc. For example, some communicable diseases are treated with state-funded medication, which is no cost to you, but other medications may have a \$5 fee. Otherwise, AccessMeds Program patient prescriptions may have a \$5 fee if available through a formulary, and Cleveland County Government employee prescription fees are based on a 5-tier formulary.

### **A family member passed away and they have all this medicine lying around. What should I do with the medicine?**

Unwanted or expired drugs can be anonymously disposed of in the drug drop box located in the Cleveland County Public Health Center front lobby. Medicine is collected from the drug drop box by law enforcement and is properly destroyed, keeping it out of your home, out of our drinking water, and out of reach of children and drug abusers.

### **I picked up my prescription from you last week, but I don't need it anymore, and I have tons of meds I've never opened. Can I return the medicine, or can the pharmacy use the medicine for someone else?**

Federal law does not allow us to return prescription drugs back to our inventory once it leaves our possession. Unwanted or expired drugs can be anonymously disposed of in the drug drop box located in

the Cleveland County Public Health Center front lobby. Medicine is collected from the drug drop box by law enforcement and is properly destroyed, keeping it out of your home, out of our drinking water, and out of reach of children and drug abusers.

**What items are acceptable to be put in the drop box?**

Prescription medicine, medicine samples, animal/pet medicine, over the counter (OTC) medicine, vitamins, and inhalants

**I am not a Cleveland County Government Employee, and I just got out of the Emergency Room at the hospital, and they gave me a prescription. Can I fill it at the health department pharmacy?**

Yes, if you are an uninsured (or underinsured, e.g., unaffordable copay or high deductible) Cleveland County resident based on your qualifying income, AND the medication is on our AccessMeds program limited formulary.

**Do I have any medication ready to be picked up?**

Our pharmacy utilizes an automated call out system that will notify you when prescriptions are ready to be picked up if you have provided your current phone number. Please keep us updated with changes to your phone number.

**Your pharmacy is too far for me to travel. Can I get the prescription transferred to a pharmacy near me?**

You can transfer a prescription to the pharmacy of your choice if there are refills remaining. Have your local pharmacy call our pharmacy to make the transfer. Please be advised, if your medicine was provided at no cost or was at a reduced price at our pharmacy, you may pay significantly more at a different pharmacy.

**How do I call in refills for prescriptions I receive through the Medication Assistance Program?**

If you were enrolled with NC MedAssist, call one of the numbers below, and listen to the prompts to refill your medications.

NC MedAssist, Phone: (704) 943-9639, Monday-Friday 9:00 AM-12:00 PM, 1:00 PM-4:00 PM

If you receive medications from manufacturer programs, the refill process can vary. Some programs automatically ship prescription refills when they are due, some allow patients to call the phone number on the prescription label to request prescription refills, and some require a new application and prescription for each fill. If you are not sure or need help, call our Medication Assistance Program Coordinator at 980-484-5146.

**I am a Cleveland County Schools employee. Can I have my prescriptions filled at the health department pharmacy?**

You may be eligible for our health department pharmacy services if you are currently a patient of our in-house clinics or enrolled in our AccessMeds program.

**I do not have any cash, so can I use a credit card?**

Yes, we accept all forms of payments including credit cards, debit cards, HSA/FSA cards, cash, or check.