

## Understanding Your Prescription

Read your prescription label and make sure you understand the information before leaving the pharmacy. If you have any questions, please ask the pharmacist during the prescription consultation.

All prescriptions not picked up within 7 days from the day they are ordered will returned to stock.

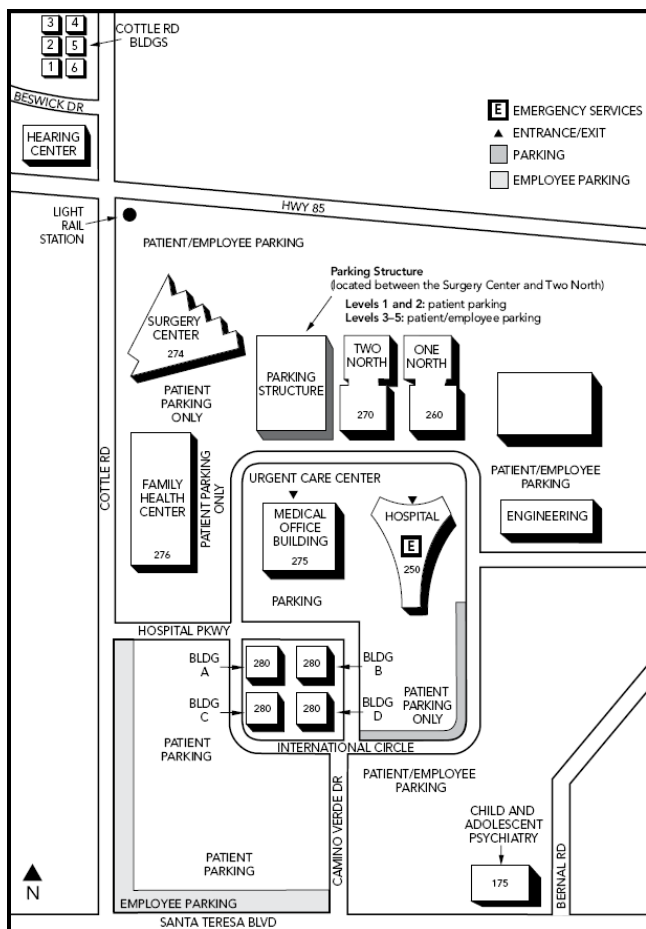


## Medication Counseling

Our pharmacists provide medication counseling to patients when new medications are prescribed, when changes are made on existing prescriptions or any other time as the need arises. Your pharmacist is also available to review medications and answer any questions. To speak with one of our friendly pharmacists, Call Toll Free 1-888-218-6245



**San Jose Medical Center**  
250 Hospital Parkway, San Jose, CA 95119



For pharmacy locations, hours of operation, and phone numbers, please refer to Pharmacy Directory.

## PHARMACY DIRECTORY

### SAN JOSE

#### One North Pharmacy

260 International Circle, 1st Fl.  
San Jose, CA 95119  
Hours: M-F 8:30AM-7:30 PM  
Sat, Sun: 9AM-6PM  
Thanksgiving & Christmas Closed  
Refills: (408) 972-6336  
Info: (408) 972-6335

#### Family Health Center Pharmacy I

276 International Circle, 1st Fl.  
San Jose, CA 95119  
Hours: M-F 8:45AM-6PM  
Refills: (408) 972-6912  
Info: (408) 972-6911

#### Two North Pharmacy

270 International Circle, 1st Fl.  
San Jose, CA 95119  
Hours: M-F 9AM-5:30PM  
Refills: (408) 972-6886  
Info: (408) 972-7753

#### Building D Pharmacy

280 Hospital Pkwy.  
San Jose, CA 95119  
Hours: M-F 9AM-6PM  
Refills: (408) 972-6055  
Info: (408) 972-6050

#### Discharge Pharmacy

250 Hospital Pkwy., 2nd Fl.  
San Jose, CA 95119  
Hours: Open 24 hours  
Refills: (408) 972-6922  
Info: (408) 972-6920

All prescriptions not picked up within 7 days from the day they are ordered will be returned to stock.

### GILROY

#### Gilroy Main

7520 Arroyo Circle  
Gilroy, CA 95020  
Hours: M-TH 8:45AM-7:30PM  
Fri: 8:45AM-6PM  
Sat, Sun, Holidays Closed  
Refills: (408) 848-4645  
Info: (408) 848-4640

#### Mail-Order Pharmacy

Hours: Open 24 hours  
1-888-218-MAIL (6245) toll free

Or order your prescriptions at [www.KP.org](http://www.KP.org)

# PHARMACY Services Guide

## SAN JOSE

(San Jose & Gilroy)



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## Filling a New Prescription

Fill new prescriptions right away. It is a good idea to drop off your prescription before visiting other departments in the facility.

- Remember to bring your Health Plan card.
- If you do not want childproof caps, you can request easy-open caps at the drop-off counter.
- Before turning in your prescription, be sure to write your phone number on the slip.

In most cases, an electronic prescription will be sent directly from your physician's office to the pharmacy. In most instances, your prescription should be ready when you arrive at the pharmacy. Look for your name on the electronic bulletin board. If your name does not appear after 15 minutes, please check with the pharmacy clerk. To pick up your order, give your claim check to the clerk, and have your Kaiser Card and photo ID readily available.

### Transferring Prescriptions

To transfer a prescription, contact the pharmacy where you want to have your prescription filled and provide the pharmacy with the prescription number from your container. To utilize this service, **Call Toll Free 1-888-218-MAIL (6245)**

If your prescription was originally filled at a non-Kaiser pharmacy, please provide the name and telephone number of the pharmacy.

## Mail Prescription Service

We will mail prescriptions to your home on request at no additional charge. You must pay for the prescriptions in advance with Visa, MasterCard, or American Express or mail us a check for the exact amount. Please allow extra time for mail service, up to 7 business days.

To take advantage of this service, Call Toll Free 1-888-218-MAIL (6245) or Log on to **www.KP.org**



### Choosing a Pharmacy

Pharmacies are located within all Kaiser Permanente hospitals and medical office buildings. If your Health Plan benefits include a prepaid prescription drug plan, you must use a Kaiser pharmacy to obtain drug plan prices.

For your convenience, business hours and locations for each of our pharmacies are listed on the back of this guide.

## Order Refills Online

Now you can order your prescription refills on the Internet. Log on to our members-only Web site **www.KP.org** and:

- **Order prescription refills anytime, 24 hours a day!**
- **Have your medications mailed to you at no extra cost or pick them up at your local Kaiser Permanente pharmacy**
- **Check on the status of each refill**
- **Research information on medications and other health topics**



### Join us online! Here's how:

1. Log on to: **www.KP.org**
2. Register if this is your first time using this website
3. Log in with your username and password
4. Go to "Pharmacy Center" under the "My Health Manager" Tab
5. Click on "Refill Prescriptions" and follow the prompts. Have your prescription number ready, which can be found on your prescription bottle
6. You may be asked for a payment – please have your credit card ready
7. Be sure to sign off when you are finished (link located at the top of the website)



## Order Refills by Phone

### For Refillable & Non-refillable Prescriptions

**EasyFill**, our 24-hr refill recorder, allows you to order refills for both refillable and non-refillable prescriptions. The EasyFill number is listed on your prescription label and on the back of this guide. When you call, have your Health Plan card and medicine containers ready so that you can provide the information requested.

- ◆ If your prescription is refillable, your medication should be ready for pickup at the announced time during your call. If your medication is a "special order" item, allow at least 5 days.
- ◆ If your prescription is non-refillable, we must contact your doctor for a renewal. **Please call EasyFill at least 5 days before your medication runs out.** If your doctor approves a refill, your medication should be ready for pickup within 3 to 4 days of your call. If the refill request is denied, your doctor's office will contact you.

### Easy Steps to EasyFill:

1. Call your pharmacy refill telephone number
2. Press **1** to access EasyFill System
3. Enter your **medical record number**, then press the "pound" (#) button
4. Press **1** to confirm your medical record #
5. Enter your **prescription number**, then press the "pound" (#) button
6. Press **1** to confirm the prescription
7. Then choose from the following:
  - Order another prescription for the same person – press **1**
  - Order a refill for different person – press **2**
  - To pick up prescription – press **3**
  - To mail your prescription – press **4**