How to Initiate Getting Your **NEW** Prescriptions Filled at Your Lyster Pharmacy

Because prescription labels do not print automatically when a prescription is sent by your doctor, you will need to let us know that you have a medication that needs to be filled by:

- If you have a hard copy prescription, please visit the Drop Off Pharmacy Desk at the front of the building and fill out a Drop Off Form.
- If your doctor sent your prescription electronically, you may visit the Drop Off Pharmacy Desk & fill out a Drop Off Form or call the pharmacy at: 255-7178, 255-7175, 255-7045 or 255-7054 to notify us.
- Scheduled II prescriptions must be dropped off in person at the Drop Off Pharmacy Desk. All other prescriptions can be faxed by the doctor’s office to the pharmacy at 334-255-7176.

Ordering Your Refills Via The Telephone

Step 1: For ALL Refills call the refill number listed on the rx bottle: 255-7671 or 877-520-1623.

Step 2: Press 1 for a refill.

Step 3: Enter the last four digits of your sponsor's social security number followed by the pound (#) key.

Step 4: Enter the numeric portion (only) of your prescription number (found in the upper left-hand corner on the prescription label) followed by the pound (#) key.

Step 5: Listen to the message verifying when your prescription will be ready. *If you do not hear this portion of the recording, your attempt to refill your prescription by phone was not successful and you will need to start at Step 1 again.*

Step 6: Visit the pharmacy drive-thru RX Pick Up during normal duty hours with the ID card of the patient to pick up the prescription(s).

Drive-Thru RX Pick Up

Drive-thru the RX Pick Up location (right of the clinic’s front entrance). Have your military issued ID card and/if applicable your Yellow Card ready.
LYSTER ARMY HEALTH CLINIC
Front Entrance

Drop Off Pick Up & Refill Pick Up Lines have merged into 1 location for all Prescription Pick Ups.

Drive Thru Pick Up hours (0730-1615)