

Pharmacy Ticket Machine

Frequently Asked Questions and Answers

FAQ: What ticket am I supposed to pull when I go to the BJACH pharmacy?

Answer:

- BJACH Pharmacy has four (4) different tickets: A, B, C, and D.
- Pharmacy's rules for tickets have not changed since August 2008. The ticket you should pull depends on whether you are an Active Duty Service Member in-uniform, and it depends on what kind of prescription you are picking up.
- If you need assistance, please ask a pharmacy staff member or call the pharmacy at 531-3233 or 531-8090 / 531-8091.
- Ticket categories are explained in detail below:

A Ticket.

- The A ticket is for **Active Duty Service Members (ADSM)** who are **in-uniform** or otherwise on-duty.
- The A ticket priority exists to help quickly return the ADSM to his or her place of duty or training.
- ADSM's who are not in uniform or not on-duty should NOT use the A ticket to get priority service.

B Ticket.

- The **B ticket** is the **standard ticket that most patients should pull**
- The B ticket is **for any new and/or renewed prescription**, which includes:
 - Prescriber-entered prescription from an appointment
 - Prescriber-entered prescription from a telephone refill request
 - Any and all "paper" (hand-written or printed) prescriptions
 - OTC/Self-Care requests
 - Pick-up of Faxed prescriptions or refills
- Pull a B ticket if you don't know which ticket to pull, or ask for assistance
- If you think you might need TWO types of tickets, just pull ONE B ticket instead

C Ticket

- The C ticket is for patients **claiming Refills called into the PHARMACY'S automated refill request line (at 531-3784 or by internet) only if:**
 - Refills were **called at least TWO DAYS in advance** of pick-up
 - The patient has **no other prescriptions to pick-up**
- The C ticket is the source of most ticket confusion.

- Many people take a C ticket when they should be taking a B ticket. Please read below for clarification. Pharmacy ticket “rules” haven’t changed since Aug08.
- **Please DO NOT pull a C Ticket if:**
 - You have refills AND other prescriptions to be filled (take a B ticket)
 - You called your doctor for a refill (requests to the doctor’s office are prescription renewals – take a B ticket)
 - Your doctor Faxed-in a refill (these prescriptions are only filled when you arrive – please take a B ticket)

D Ticket

- The D ticket is for patients who are **Discharged** from
 - Inpatient care (4th floor LDRP or 5th floor PCU)
 - BJACH ER (please have yellow ER discharge sheets)
 - BJACH Same-Day-Surgery or Oral Surgery
- The D ticket priority exists to help patients who had anesthesia or ER care return quickly to home recover

If you need assistance, please ask a pharmacy staff member or call the pharmacy at 531-3233 or 531-8090 / 531-8091.