

Name of Child: _____ Date: _____

Always Have Medicine

Some medicines are so important that your child should never miss a dose. There are many things you can do to make sure your child always has medicine.

When you get a new prescription

It is safest if you get all your medicines from one drug store near your home. They keep a record of all the medicine your child takes, and will notice if there is a problem (medicines that are not safe to take together or one medicine with two different names). Carry the telephone number of that drug store.



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You may use a drug store or your health insurance company's pharmacy. Some health insurance companies have pharmacies that will mail you medicine.

When you get a new prescription

- Take it to the drug store right away. Wait there until the prescription is filled.
Take the medicine home that day, or
- Give your nurse or doctor the name and phone number of the drug store. They can give them the prescription over the telephone, and it could be ready for you to pick up later that day.
- If you are having the medicine mailed to your home, give your nurse or doctor the name and phone number of the pharmacy. They can give them the prescription on the telephone that day, so it can be mailed to you right away.

Some medicines must be mixed (**compounded**) by the pharmacist. You may have to go to a special drug store for these, or you may have to wait a day or two before they are ready.

Refills

When you get a prescription medicine, read the label. Find the number of refills you have left. Find the date when you can refill it. Write that on your calendar. Count five days before, and mark that as the day you can order a refill.

Or, order a refill when you have one week of medicine left. Plan ahead. The drug store may need to order your medicine, or they may need an OK (also called **authorization**) from your health insurance company.

You may be able to call the drug store for a refill, or order a refill by computer.

Call the drug store before you pick up your medicine, to make sure it is ready. If it is not ready to be picked up, find out when it will be there.

If you have no refills left, ask the person at the drug store to call your doctor for a new prescription, or call your doctor for a new prescription. The drug store cannot refill the medicine unless the doctor prescribes it.

Problems

If the drug store tells you they don't have your medicine, ask them to order it.

If the drug store cannot order the medicine, ask them to find a drug store near by that does have that medicine. When they find one, take your prescription there.

If you can't get your medicine right away because the drug store can't fill your prescription, call your doctor's office. Maybe they can help. Even if person at the drug store says he or she will call your doctor, you should call your doctor, too.

If you have any kind of problem getting your medicine, call your doctor or case manager. This person can talk with your pharmacist and help you take care of the problem so you will not miss doses.

Don't skip doses if cost is the only problem. Some people try to save money by skipping doses. This is not safe. If the cost of your child's medicine is a problem, talk to your pharmacist, nurse, or doctor.

Now that you've read this:

- Show your nurse or doctor on a prescription bottle where it says how many refills you have left. (Check when done.)
- Show your nurse or doctor on a prescription bottle where to call for a refill. (Check when done.)
- Tell your nurse or doctor what you would do if the pharmacy said they can't fill your prescription today. (Check when done.)
- Make a list of all the medicines your child takes, and carry it with you all the time. (Check when done.)
- When you get a prescription filled, check your list to make sure you have the medicine and right dose.



If you have any questions or concerns,
 call your child's doctor or call _____

If you want to know more about child health and illness,
visit our library at The Emily Center at Phoenix Children's Hospital
1919 East Thomas Road
Phoenix, AZ 85016
602-546-1400 866-933-6459 www.phoenixchildrens.com

Disclaimer

The information provided at this site is intended to be general information, and is provided for educational purposes only. It is not intended to take the place of examination, treatment, or consultation with a physician. Phoenix Children's Hospital urges you to contact your physician with any questions you may have about a medical condition.

Friday, June 5, 2009 • DRAFT to family review
#909 • Written by Lori Wagner, RN • Illustrated by Dennis Swain



The Emily Center

Always Have Medicine

Medication

Si usted desea esta información en español,
por favor pídasela a su enfermero o doctor.

Name of Health Care Provider: _____ Number: 909
For office use: Date returned: _____ db nb

Family Review of Handout

Health care providers: Please teach families with this handout.

Families: Please let us know what you think of this handout.

Would you say this handout is hard to read? Yes No

easy to read? Yes No

Please circle the parts of the handout that were hard to understand.

Would you say this handout is interesting to read? Yes No

Why or why not?

Would you do anything differently after reading
this handout? Yes No

If yes, what?

After reading this handout, do you have any
questions about the subject? Yes No

If yes, what?

Is there anything you don't like about the drawings?

Yes No

If yes, what?

What changes would you make in this handout to make it better or easier to understand?

Please return your review of this handout to your nurse or doctor or send it to the address below.

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Thank you for helping us!