

Pharmacy Frequently Asked Questions

Q: Can prescriptions from the local economy be fill and dispense from USNH Naples pharmacy?

A: No. If you received a prescription from a local network provider (for example: Italian provider). Please coordinate with your PCM for continuation of care, the USNH pharmacy may only fill prescription written by providers licensed in the United States. Our medical team will work diligently with the staff translator to get you the treatment that you need.

Q: I was just seen by my Primary Care provider who said my prescription is waiting and ready to be picked up. Why do I have to get a ticket and wait if it's already done?

A: All patients need to take a ticket in order to be served. This allows us to be fair to all our beneficiaries. When your provider tells you that your prescription is ready, he's telling you that it is in the computer. It has NOT been filled. The actual filling of your prescription begins when you are called to a dispensing window. This allows us to check allergies and possible drug interactions that your provider may or may not be aware of.

Q: Why do I need to have my spouse identification card for me to pick up the medications?

A. In accordance with Health Insurance Portability and Accountability Act (HIPAA) regulations, agents of the patient (e.g., relatives, friends) may pick up prescriptions on the patient's behalf when the patient's agent can demonstrate both: The person presenting to collect the medication shall prove the identity of the patient by providing one of the following: Patient's valid U.S. Uniformed Services ID or CAC OR Front and back copy of valid U.S. Uniformed Services ID or CAC OR Power of attorney

Q. What age are children required to have a Military Uniformed Service ID?

A. All patients 12 years and older must have their military (uniformed service) ID card present at the window for proof of eligibility.

Q: I called my provider for medication renewal, how long does this process takes?

A. Allow at least 72 hours from the time you requested the medications. This allows the provider time to review your medication profile and determine whether or not a prescriptions renewal is appropriate.

Q: How long does it take to get prescriptions transferred from other MTF or retail pharmacies in CONUS?

A. Minimum of 48 hours, but it could be longer depending on the location for the pharmacy and their hours of operation. The time zone difference can play a major role in the process.