

# Navigating the Pharmacy

NIH  
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Kentucky

## >>> Before you go



### DO ALL PHARMACIES KEEP BUPRENORPHINE IN STOCK?

No. Not all pharmacies stock buprenorphine or fill prescriptions for new patients, but many do. Your prescriber can recommend a pharmacy for you. You can also contact the pharmacy to see if they are able to fill your prescription before you go.



### WHY DIDN'T I GET A PAPER PRESCRIPTION TO TAKE TO THE PHARMACY?

Buprenorphine prescriptions in Kentucky must be sent electronically to the pharmacy, so make sure your prescriber knows which pharmacy you want to use. Use the specific address, because descriptions like "the downtown one" mean different things to different people.



### WHAT SHOULD I DO IF I CHANGE MY ADDRESS, PHONE NUMBER, OR NAME?

It is very important to let your prescriber and pharmacy know right away. Make sure the information your prescriber has matches what you give the pharmacy, especially if you go by multiple names or have multiple addresses or phone numbers.



### WHAT INSURANCE INFORMATION WILL THE PHARMACY ASK ME FOR?

If you have insurance, the pharmacy needs your prescription insurance card information, including ID, Bin, PCN, and Group. This might be on the same card or a different card than your medical insurance. You can also call your insurance company to get this information.



### WHAT OTHER INFORMATION DO I NEED TO HAVE AVAILABLE WHEN I GO?

Your social security number is used to report information to KASPER, Kentucky's controlled substance prescription monitoring system, which is required by law. The pharmacist is required to ensure the security and safety of the prescription, so they need your personal information and may require a photo ID to pick up your prescription. If you do not have a photo ID or insurance, speak with a care navigator who may be able to help you.

## >>> How to navigate problems



### WHAT IF I NEED ASSISTANCE OR HAVE AN ISSUE?

Let the pharmacy know what you need. If scheduling or transportation are issues, explain the situation. Many pharmacies will help you to find a solution that fits their policies. It's OK to call the pharmacy to ask questions. If you're having a problem, talk to the pharmacist. Technicians handle many pharmacy tasks, but there are some questions only a pharmacist can answer.



### WHAT ARE MY OPTIONS?

Sometimes a patient and a pharmacy aren't a good fit. Talk to your prescriber about switching pharmacies and reach out to the new pharmacy to transfer your prescriptions. Try to plan ahead and avoid switching on a day you could run out of medication.

## >>> What to expect



### CAN I ASK FOR MORE PRIVACY WHEN I TALK WITH THE PHARMACIST?

Sure! Your pharmacist is concerned about your health, safety, and privacy. The pharmacist is there to help you. Pharmacy staff might ask you questions about your medications, side effects, and health. Honest conversations with your pharmacist can improve your care. Feel free to ask to speak in a consultation area or a more private setting where you can share information and ask questions.



### WHAT POLICIES MIGHT AFFECT MY PRESCRIPTION?

Buprenorphine is a controlled substance, which creates strict legal requirements for pharmacies. The pharmacy may have policies related to how early you can refill your prescription, who can pick up your prescription on your behalf, and how to request a special product or brand. Some of these details may be dictated by your insurance or provider. Tell your provider if you are having trouble filling your prescription.



### WHY DO I HAVE TO WAIT SO LONG FOR MY MEDICATION?

Pharmacies try to provide quick and friendly service, but prescriptions and patients come in at unscheduled times and with different needs. There may be unforeseen issues with your prescription that cause a delay – it was sent to the wrong pharmacy, the insurance won't cover it, or the pharmacist needs more information to meet safety and legal requirements. It is helpful to keep your contact information up to date at the pharmacy so they can reach you if there is a problem.