



Audio Refill

If you select option "2" for the pharmacy, you will be prompted to make one of the following selections:

PRESS - 1

To refill a prescription. **(Enter the Rx number followed by #)**

PRESS - 2

To check the status of your prescription.

(Enter the Rx number followed by #)

PRESS - 3

For educational information about your prescription.

PRESS - 8

To be transferred to the pharmacy staff.



All prescriptions re-filled through this automated system will be mailed to you. You will not have to mail in the refill forms.

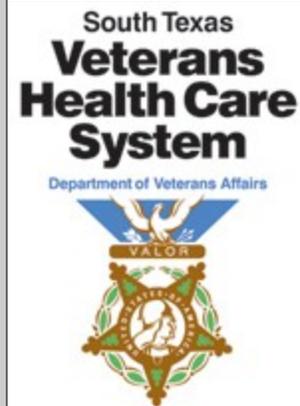
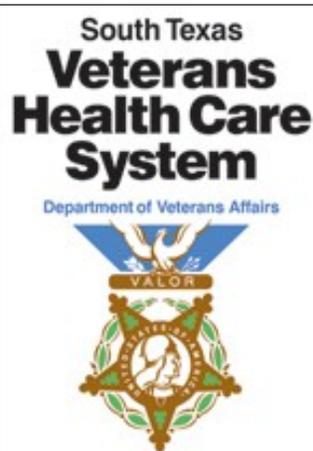
Things to Remember...

You must have a touch tone phone to use this system.

Make sure your social security number is available when calling to inquire about appointments or prescriptions.

If you need to refill a prescription or have questions regarding a prescription, be sure to have the Rx number available.

**Serving One Veteran
At A Time**



AudioCARE System



**Patient Care
24-Hours a day**

**(210) 617-5290
Toll Free:
(800) 209-7377**



AudioCARE Services



Audio Reminder:

The system automatically calls your primary listed phone number to remind you of upcoming scheduled appointments in clinics throughout the STVHCS.

Note...make sure your information is kept up to date through your team clerk.



Audio Inquiry:

Call to find out the days and times of your upcoming appointments. You will also have the option to confirm, cancel, or reschedule.



Audio Refill:

Access the automated refill system at your convenience: To order medication refills or to check on the status of your medication refill request.



Audio Reminder

Two days prior to your appointment, the appointment reminder system will remind you of the date, time, and division location of your next scheduled appointment. If you answer the call and are unable to keep your appointment, you have the option to confirm, cancel or reschedule by pressing the appropriate button.

The AudioCARE System has the capability to leave a message on your answering machine if you are not home.

If you do not want to receive the reminder calls, please notify your Primary Care Clerk and your name will be removed from the reminder system. You will still be able to access the inquiry line if you desire to find out about your upcoming appointments.



Audio Inquiry

For your convenience, STVHCS now has an automated system that you can call to inquire about your upcoming scheduled appointments, request prescription refills, or check the status of a refill. This service is available to you 24 hours a day and 7 days a week, from any touch tone phone. The phone numbers to call are:

(210)617-5290 or

Toll Free: (800)209-7377

After the greeting, you will be prompted to enter your social security number followed by "#". You will then be given the option to hear your appointments by selecting option "1" or you may select option "2" to be connected to the pharmacy line.

If you select option "1", after you listen to your appointment information, you will then be prompted to confirm, cancel, or reschedule. You will also have the option to speak with a clerk who can assist you with cancelling and/or rescheduling. They will also be able to assist you with any questions or issues you may have.