

Pharmacy Essentials: What You Need to Know



1. How often does the pharmacy order medications, and how long does delivery take?

- The pharmacy orders medications weekly and monitors supply daily. Due to our overseas location, deliveries typically take 14 business days to arrive. Unforeseen supply chain issues, including weather or transportation delays, may impact this timeline.

2. What happens if my medication is on backorder or unavailable?

- Sometimes medications are on backorder or are otherwise unavailable for refill. If this happens, we will work with you and your provider to try and achieve the best outcome possible. For medications that treat chronic health concerns (e.g., diabetes, high blood pressure, infections), the pharmacy will work with your provider to find a suitable alternative to ensure your treatment continues uninterrupted.
- In some cases, we may recommend filling your prescription in a host-nation pharmacy. In those instances, our pharmacy will help you navigate obtaining your prescription at a Spanish pharmacy. Please check with your insurance provider in advance to confirm reimbursement eligibility.

3. Are any medications currently in short supply?

- Yes. The manufacturer may say that there is not a national shortage of GLP-1 medications, especially Zepbound; however, the demand far outweighs the supply. We are competing with other pharmacies for the medication. The pharmacy gets allocated a number of units per week set by the vendor or manufacturer. We appreciate your patience as we work to refill our supply.

4. Is there a waitlist for GLP-1 medications?

- Yes. GLP-1 medications are waitlisted. You will receive an "Out of Stock" form with an email address to check your status. Please send an email in 14 days to request a status update.

5. Is Express Scripts (Home Delivery) still available?

- Yes, Express Scripts is a great option that can ship to APO/FPO/DPO addresses and to U.S. embassy/consulate addresses overseas.
- Note: Refrigerated medications and pressurized devices (inhalers) cannot be shipped to APO/FPO/DPO addresses.

6. How much medication can I refill or stock up on?

- While TRICARE does regulate the amount of medication prescribed at one time, we recommend speaking with your provider about the possibility of increasing your medication supply, in most circumstances we are limited to filling to a 90-day supply.

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7. Do controlled substances take longer to receive?

- Yes. Controlled substances (e.g., Concerta, Adderall, Ativan, Xanax, Ambien, opiates) require significantly more time because they require additional clearances from customs.
- To avoid running out of your medications, contact the Pharmacy to request a refill 14 days before your last dose.

8. Can I request an early refill?

- You can check the Medication Refill tab in the MHS Genesis Patient Portal to see when your prescription is ready for refill. Typically, most medications can be refilled when you've used 75% of your supply, while controlled substances are restricted to refill after using 90% of your supply. Please contact the pharmacy if you have questions.

9. Can I fill my U.S. Naval Hospital Rota prescriptions at Spanish community pharmacies?

- Yes, but you'll need to take extra steps to do so.
- You will need:
 - A Spanish-licensed physician's prescription. A local Rota physician can rewrite your prescription for a fee.
 - Your military Identification/Common Access Card (CAC).
 - You'll pay the full amount for your medication when you pick it up from the pharmacy, and then you can submit a reimbursement claim to International SOS.
 - The quickest and most convenient way to submit a claim is through the Express Scripts website. Go to the Express Scripts website and log in to your account. If you don't have an account, you will need to register.
 - Please stop by the Tricare Office in the hospital to get more detailed instructions.

**Please ensure your contact information is up to date in MHS GENESIS.
For assistance with updating your information, please go to
Patient Administration, located at E033/E034.**

**If you have any additional questions or concerns, please contact the Pharmacy at
+34 956-82-3565 or pull a "Questions" ticket from the kiosk.**