



Naval Medical Center Portsmouth COVID-19 Pharmacy Changes

EFFECTIVE APRIL 27, 2020

To maximize the safety of our patients and reduce crowding in the pharmacy lobbies, NMCP is enacting the following changes to pharmacy services.

NMCP and the Branch Health Clinic pharmacies will no longer fill any **NEW HARD COPY CIVILIAN** prescriptions, with the exception of controlled substances.

Controlled substance prescriptions can be dropped off at Oceana, Norfolk, Boone or NMCP.

Non-controlled prescriptions need to be sent to a military pharmacy electronically or filled at a retail network pharmacy of your choice that accepts TRICARE.

****REMINDER FOR ALL OTHER MEDICATIONS – PLEASE FOLLOW THESE STEPS****

1. All medications must be sent electronically by your provider to the pharmacy.
2. If your prescriptions are sent electronically by your provider, you can IMMEDIATELY initiate your prescription by calling the **NMCP Pharmacy Call Center** at **757-953-0258**.
3. A pick up date and time will be assigned to pick up your prescription at one of the following locations (please allow for a **two** business day turnaround time):
 - Oceana Pharmacy Drive Thru (M-F 0700-1600)
 - Norfolk Walk-In Pharmacy (M-F 0700-1600)
 - Boone Pharmacy Drive Thru (M-Sat 0730-1700)
 - Scott Center Annex Pharmacy Drive Thru (M-Sat 0700-1800 & Sun 0730-1600)

Due to the high volume of calls, you may experience long wait times.

**** Prescription refills must still be called in through AudioCARE at 757-953-6337 ****

The NMCP Pharmacy Call Center is open Monday - Saturday from 0730-1900. For more information call 757-953-0258 or ask any of our staff members.

Thank you for your cooperation, patience and understanding as NMCP continues to ensure the safety of our patients, staff and our community.