

The pharmacy provides pharmaceutical services from two points of service, the Main Pharmacy and the Drive-thru Pharmacy.

Main Pharmacy Hours: 7am-4pm M-T-T-F
9am-4pm W

Drive-thru pick-up Hours: 7am-5pm M-T-T-F
9am-5pm W

Pharmacy Phone Numbers

- Automated call-in refill number: **(405) 734-5514**
- Long distance phone number: **1-800-457-9928**
- Pharmacy representative: **(405) 582-6315** or **734-2778** (appointment line)

Pharmacy Services

- New prescriptions for formulary medications from on and off base providers
- Refill existing prescriptions once phoned in through the refill call system
- Consultation on proper use, precautions, side-effects, and interactions of medications.

Prescription Activation

- Prescriptions are not automatically filled. We have added ways for you to activate your prescriptions; we hope that they make it easier for you to get them from us. Please utilize one of the following options for activating:

Call us using the appointment line or the main pharmacy number (405)582-6315
Come to the clinic and take a ticket for either new electronic (clinic) or new written (off base) prescriptions
Drop off your prescriptions at the drive thru for next day filling. Prescriptions will be ready after 1200 the next duty day.

- We have a mandatory call-in refill system, please utilize (405) 734-5514 for all prescriptions that are current and have active refills (approximately 2 duty day turn around)

Prescription Drop-Box

This is a great tool to utilize if you don't need the medication same day. This method is highly preferable for maintenance medications (medications you will be on continuously like allergy meds/inhalers), and those patients coming to renew off base provider prescriptions (must have a hard copy to drop off) that might have run out of refills or expired. These prescriptions will be ready for pick up the next duty day after 1200.

Prescription Drop-Box Locations

- Inside the Main Clinic Entrance
- On the left of the first set of kiosks near the pharmacy pick up line entrance
- Can be used for dropping off prescriptions when you can wait for it.

Drive Thru

Our drive thru is a fast and convenient option for picking up or dropping off your prescriptions. This is especially nice in the very hot summer months or the very cold winter months when you may not necessarily want to leave your vehicle. Please realize that not everything can be sent through the tube system and that we will not make more than 2 tube trips to your car. If your items don't fit or you are picking up a large volume of prescriptions you will need to come inside to the pick-up line to retrieve your prescriptions. Below are some drive thru will's and will not's

-We will not:

Send liquids through the drive thru
Refill prescriptions through the drive thru
Send more than 2 tubes full of medications to you, if it's more than two you will need to come inside
Send bulky or large items through the drive thru, you must come inside to pick those up

-We will:

Activate prescriptions for same day pick up until 1530, otherwise it will be next day pick up
Take drop off paper prescriptions for next duty day pick up after 12 pm
Please make sure your sponsors last 4, the patients date of birth and a good contact phone number are on all paper prescriptions coming from off base providers. This will help us in getting you timely information if there are problems.

Refill Call-in System (405) 734-5514

Here at Tinker we have a mandatory refill call in policy. We have a refill section that handles just refills and doesn't have to worry about managing refills and new prescriptions. This is a great benefit to the patient because we can say when your prescription will be ready. It also ensures that new prescriptions for same day filling are handled appropriately. Of course there are situations that no one can help and if you don't have time to wait for the call system or there's an emergency please communicate that to us, we'd be happy to work with you on a case by case basis.

The Benefits of the Call-In Refill System include:

- Reducing wait time and long lines
- Permits ordering refills from home 24 hours a day
- Refills will traditionally be ready 2 duty days after they are called into the system. The wait may be longer if you have a medication that we have to order.
- All called-in refills must be picked-up within 5 duty days or they will be returned to stock and will have to be called in again.

Medication Disposal

The 72nd Medical Group Pharmacy is proud to announce that we can now safely take your expired or unused prescriptions via the brand new MedSafe located in the main lobby to the right of the first set of ticket kiosks. There are some rules to using the MedSafe and the guidelines are below, if you have any questions as to whether you can put something in the MedSafe, please ask us, we'd be happy to help you.

- MedSafe is only available during normal Main Pharmacy Hours
- MedSafe is used for the disposal of controlled & non-controlled prescriptions and over-the-counter medications
- Liquids should be less than 4 ounces (120 mL) and placed in a baggy prior to disposal into MedSafe
- If locked, do NOT leave the medications outside the box. Please let a pharmacy staff member know
- If something is accidentally put in the box, it will NOT be retrieved
- The following items cannot be put in the MedSafe:
 - Illegal drugs (marijuana, heroin)
 - Sharps containers, needles or syringes
 - Batteries
 - Aerosol cans
 - Trash
 - Medical Devices
 - Chemicals (such as household cleaners) or other hazardous chemicals

The pharmacy staff highly recommends TRICARE Prime (medical records maintained at the MTF). Members may verify availability of new prescriptions with 72nd Medical Group Pharmacy personnel prior to going to a civilian pharmacy. If the medication is a formulary item, the 72nd Medical Group can fill the prescription at lower costs to both the military and the individual getting the prescription filled. TRICARE Prime members, however, may go to a civilian pharmacy when doing so is due to convenience or proximity. TRICARE Prime members should also use civilian pharmacies when getting the prescription filled is an emergency and the 72d Medical Group Pharmacy is closed. If you are unsure if a medication is formulary or not, you can call or come to the Pharmacy and we'd be glad to help you. You can also visit [this website](#), and go to the formulary search tool under the tool drop down menu to check if the medication is on the DoD formulary. If it is, there is a chance we can add it to our formulary and order it for you. However, not all medications are formulary, or will be allowed to be carried at the MTF. Please be patient and understanding if we cannot fill your medication here. Our local formulary list, search and mobile app information can be found on the [72d Medical Group](#) homepage. Use the "CLICK HERE FOR THE MOST CURRENT 72 MDG PHARMACY FORMULARY" hyperlink (note: this link will only work from the 72d Medical Group homepage).

What do we do?

At the Tinker AFB Pharmacy we strive to provide the best and most expedient care possible to all our patients. We handle all prescriptions from start to finish, from intake to filling, and patient counseling. We strive to ensure that you as the patient are informed about all the medications you are taking and if there could possibly be any adverse effects from medication interactions. We can transfer prescriptions to and from our pharmacy. If you need your prescriptions transferred to us, please stop by with your prescriptions. Prescription transfers can take up to 72 hours. If you need your prescriptions transferred to another pharmacy, have that pharmacy call us at (405) 582-6315 and we'll work with

them to get you your prescription.

We are always trying to find better ways to serve you. If you ever have any questions please don't hesitate to ask. We encourage your feedback on how we have served you by using our comment cards located in the lobby. Additionally, if we are not meeting your expectations, please let us know. We will do our best to remedy the situation.

Want to Volunteer?

Did you know that we have a volunteer program? Well we do, and often times our volunteers are the individuals who have handed you your prescriptions during pick up. Our volunteers are an integral part of our daily operations. We would not be able to serve you as efficiently if they were not here. If you would like to get more information about volunteering for us please let us know and we will get you an application and introduce you to our volunteer coordinator.