

**ScriptCenter**

Like an ATM for prescription refill pickup.

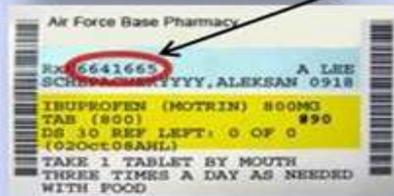
Now you can pick up your refills without waiting and even when the Pharmacy is closed. You can even consolidate your family's refill prescriptions into one easy pickup. Enroll today to get started... it's FREE!

**How it works!**

- 1 Order refills as usual - (813) 828-5367 or 1-800-272-0201.
- 2 Select "CENTCOM" as your pick up location.
- 3 At ScriptCenter select "Enroll". You will need one of your current prescription numbers to complete enrollment.



Prescription Number



- 4 Create your ID and PIN
- 5 Pickup refills at ScriptCenter

**One Touch Family Pickup**

It is easy to pickup for the entire family in one easy transaction

- 1 Log In
- 2 Select "My Settings"
- 3 Select "Change who I pick up for"
- 4 Add family members to your account.\*



The next time you pickup your refills, any refills they have ordered for pickup will automatically be in your ScriptCenter prescription refill cart!

\*Enrollment, Login ID and PIN required for those over 18.

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Prescription Number: \_\_\_\_\_  
(need for one time for enrollment)

ID: \_\_\_\_\_

PIN: \_\_\_\_\_

Save this portion for your records.

Remember:  
Refills that require refrigeration will not be available for pickup in ScriptCenter. These items will be available at the Drive-Thru Refill pharmacy.

**FREQUENTLY ASKED QUESTIONS**

**Who can use ScriptCenter?**

Active Duty, dependents, retirees, and all eligible DoD ID card holders.

**How does ScriptCenter work?**

Order your refills as usual and select "CENTCOM" as your pickup location. Your refills will be ready for pickup in ScriptCenter. You will need ONE of your current prescription numbers located on the label of your prescription the first time you use ScriptCenter.

**When will my refills be ready in ScriptCenter?**

All refills called in before 1200 (noon) will be ready after 1100 (11am) the next Wed or Fri; depending on the day that the refill request is called into the Refill Pharmacy.

**What is the difference between "Enroll" and "Log In"?**

"Enroll" the first time you use ScriptCenter to create your ID and PIN. You will need one of your current prescription numbers to complete enrollment. "Log In" with your ID and PIN to access your prescriptions and manage your account.

**If I add my fingerprint for "Log In", can I still use my ID and PIN?**

Yes. Using your fingerprint and PIN to log in is optional, you can always use your ID and PIN as an alternative.

**What if I forget my "Log In" ID or PIN?**

Press "Forgot ID" or "Forgot PIN" to recover your ID or PIN. If you should need further assistance, please contact the Pharmacy at 827-9765.

**What prescriptions can I pickup from ScriptCenter?**

You may pick up all refills, except refrigerated items; these must be picked up at the Drive-Thru Refill Pharmacy. If your prescription isn't in ScriptCenter, a slip will print directing you to pick up from the Pharmacy.

**Is there a charge for using ScriptCenter?**

No. ScriptCenter is a FREE service.

**Can I ask the building staff for assistance?**

No, ScriptCenter is the responsibility of the Drive-Thru Refill Pharmacy. ONLY pharmacy personnel, during normal duty hours will be able to assist.

**FREQUENTLY ASKED QUESTIONS**

**What if my medication is not available in ScriptCenter?**

Go to the Drive-Thru Refill Pharmacy during normal duty hours. Patients with chronic/time sensitive medications please plan accordingly. Pharmacy personnel are not available during non-pharmacy hours.

**When can I use ScriptCenter?**

For your convenience, you can use ScriptCenter any time the building is open—even when the pharmacy is closed.

**How long will my refills be available in ScriptCenter?**

Refills not picked up within 7 days will be returned to the pharmacy.

**Once the retrieval door opens, how long do I have to get my medications?**

If you do not take your medications within 40 seconds, your medications will fall into a collection bin that is only accessible to the pharmacy when the machine is serviced next. Please plan accordingly.

**Is it easy to pick up prescriptions for my family members?**

Yes. You can add others to your account once you log in. For children under 18 you'll use their prescription number and birth date to link them to your "family". For people over 18, you need to enroll them in ScriptCenter (DOB and prescription number) to create their own ID and PIN. After you enroll them, you can add them to your "family". Any prescriptions they have will automatically be in your cart!

**Is ScriptCenter in compliance with all patient privacy regulations?**

Yes, ScriptCenter is compliant with HIPAA and Main Street privacy policies.

Call in refills to 828-5367

If there are any questions or issues contact pharmacy personnel during duty hours at:

**MacDill Drive-Thru Pharmacy**  
7101 Kingfisher St Bldg 934  
MacDill AFB, FL 33621  
(813) 827-9765

**Pharmacy Drive-Thru Hours:**

Mon - Fri: 0830am - 5pm  
Sat: 0900am-1200 noon  
Closed: Sun, holidays, down days, and training days

**6th Medical Group's ScriptCenter® Express Prescription Refill Pickup**

- "ATM" for prescription refill pickup is located in CENTCOM Bldg 570, 1st Floor next to the rear loading dock (room N101)
- Pick up refills without waiting in line, even when the Pharmacy is closed!

**Using the ScriptCenter® is easy!**

- Login (fingerprint & PIN or ID and PIN)
- Review on the screen the refills to pickup
- Sign
- Grab & Go!