

# Prescriptions for Employee's FAQs

## Frequently Asked Questions

### When is Employee Pharmacy open and how do I reach them?

- Open: Mon-Fri 7 AM – 6 PM
- Closed: Sat, Sun and Holidays
- Call: (804) 828-8853
- Located in Main Hospital, Basement 116

### Can I fill my prescriptions at any VCU Health Pharmacy location?

- **YES** – you can fill prescriptions at any VCU Health pharmacy location for cost savings with your Optima Health pharmacy plan.
- Visit our [website](#) for location information

### Do you accept prescriptions from outside providers?

- **YES** – we accept prescriptions from any provider

### How do I transfer my prescriptions to a VCU Health Pharmacy?

- Call your preferred VCU Health pharmacy with medication you would like transferred and where it is currently filled. We will call your outside pharmacy to confirm we can transfer and fill the prescription. Call today!
- **TIP:** You can have your VCU Health provider search “VCUHS” for all VCU Health pharmacy locations in Epic.

### Can you fill my dependent's prescriptions?

- **YES** – VCU Health Pharmacies can fill any prescription under the Optima Health employee and family plan and contract with most other insurance plans as well.

Visit our [website](#) for location & contact information

## VCU HEALTH PHARMACY PHONE NUMBERS

### Adult Outpatient Pavilion Pharmacy (AOP, 1<sup>st</sup> floor)

- Phone: **(804) 628-6895**

### Ambulatory Care Center Pharmacy (ACC, 1<sup>st</sup> floor)

- Phone: **(804) 828-8329; open 365 days a year!**

### Children's Hospital of Richmond Pharmacy (CHoR, Ground Level)

- Phone: **(804) 828-6293**

### Employee Pharmacy (Main Hospital, Basement 116)

- Phone: **(804) 828-8853**

### Hayes E. Willis Health Center Pharmacy

- Phone: **(804) 828-8641**

### Short Pump Pavilion Pharmacy (SPP 2<sup>nd</sup> floor)

- Phone: **(804) 828-9977**

### Stony Point Pharmacy (9000 Stony Point Pkwy, 1<sup>st</sup> floor)

- Phone: **(804) 828-8659**

### VCU Health Specialty Pharmacy (1030 Wilmer Ave, Suite 300)

- Phone: **(877) 814-3475**

### Can you mail my prescriptions to my home?

- Specialty medications filled at VCU Health Specialty pharmacy can be mailed within Virginia.
- Mail order for most non-specialty medications is available through VCU Health Specialty pharmacy.
- **TIP:** Contact Employee Pharmacy at (804) 828-8853 and *select option 7*. You will be transferred to VCU Health Specialty pharmacy for mail order enrollment.

### Do you fill prescription pet medications?

- **YES** – most medications prescribed by a veterinarian can be filled at VCU Health.
- Flea/tick & heart worm medications are not available.

