

Pharmacy Services for Team Members

VCU Health Mail Order & Courier Services

Frequently Asked Questions

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

- **YES** – you can fill and pick up prescriptions at any VCU Health pharmacy location for cost savings with your Optima Health pharmacy plan.

Do you accept prescriptions from outside providers?

- **YES** – we accept prescriptions from most providers and can fill medications for dependents and family members

How do I transfer my prescriptions to my preferred VCU Health Pharmacy?

- Call your preferred VCU Health pharmacy to let them know what medications you would like transferred and where it is currently filled. We will call your outside pharmacy to transfer your prescriptions. You can also have your provider e-prescribe directly to the VCU Health pharmacy of your choice.
- **TIP:** You can have your provider search “VCUHS” for all VCU Health pharmacy locations in their electronic prescribing system.

How can I get medications if I work at CMH or Tappahannock?

- A courier service to CMH and Tappahannock inpatient pharmacies is available
- Call the downtown **Employee Pharmacy** at **(804) 828-8853** to request courier services. Employee Pharmacy is located in Richmond at the Main Hospital campus and open Mon-Fri 7 AM – 5:30 PM
- You must enroll in Epic MyChart and provide a payment method prior to delivery

How do I enroll in VCU Health Mail Order Services?

- Call the downtown **Employee Pharmacy** at **(804) 828-8853**, select **option 7**
- All patients must be onboarded to this service by talking to a pharmacy team member and requesting to enroll in mail order.

VCU HEALTH PHARMACY PHONE NUMBERS

Adult Outpatient Pavilion Pharmacy (AOP, 1st floor)

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

Ambulatory Care Center Pharmacy (ACC, 1st floor)

- Phone: **(804) 828-8329**

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 2nd floor)

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

Stony Point Pharmacy (SP 1st floor)

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

VCU Health Specialty Pharmacy (Wilmer Ave, Suite 300)

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

- You will be transferred to talk to a team member within the Specialty pharmacy for mail order enrollment.
- The Specialty pharmacy helps support mail order; however, your prescriptions must be sent to the **Employee Pharmacy** after you have been onboarded into the program.
- You must enroll in Epic MyChart and provide a payment method prior to shipping

Enroll in Epic MyChart
Scan the QR code



MyChart
VCUHealth.