



Pharmacy Services

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The North Carolina A&T State University Student Health Center Pharmacy is committed to your well being by providing high quality pharmaceutical care and conforms to the practice standards established by the American Society of Health-System Pharmacists and the North Carolina Board of Pharmacy.

HOURS & CONTACT INFORMATION

Monday-Friday: 8:00 am – 5:00 pm
Saturday and Sunday: Closed

Telephone: 336-334-7339
Fax: 336-256-2613

SERVICES

HOURS

Monday - Friday
8:00 a.m. - Midnight

Saturday - Sunday
10:00 a.m. - 6:00 p.m.

[Clinic Operations](#)

Prescriptions may be filled at the pharmacy even if those prescriptions were written by a doctor from outside Sebastian Health Services. Please call in advance to be sure the pharmacy carries the medication you are prescribed.

The pharmacy encourages students to order prescription refills ahead of time. This can be done one of two ways.

- Refill Call In Line - (336) 334-7339 (Ask for Refill Desk)
- Online Refill Request (Click [Here](#))

Refills ordered during pharmacy hours will be ready within 2 hours. Refills ordered when the pharmacy is closed will be ready after 10 AM the next day the pharmacy is open.

Student Health Services accepts cash, check, Visa, America Express, MasterCard or Aggie One. You may also bill medications to your student account minimal \$5.00 charge. Any student who is currently enrolled at NCA&T SU is eligible to use the SHC Pharmacy.

- Outpatient Prescriptions Services
Patient education, drug interaction screening, medication review and monitoring
- Emergency Contraception
Not Available at SHC, available at outside pharmacy over the counter for ages 18 years of age and older.
- Personalized Information Leaflets
Detailed instructions and assistance concerning your medication

OUTSIDE PRESCRIPTIONS

When a prescription is written by a doctor outside of the SHC, the University Student Health Insurance requires documentation from the visit. The Quality Control Nurse will insure that the documentation was received and forward it to the Insurance Company.

All students must visit the SHC and start the process for retrieving those records by speaking with our Quality Assurance Nurse. The Nurse will retrieve and document your information and complete the process for your prescription. Please allow appropriate time for prescriptions that may require ordering from the Pharmacy.

OTC (Over-The Counter)

The OTC Pharmacy stocks items that can be purchased off the shelf without a prescription and provides cashier services for SHC.

What is the purpose of the OTC Pharmacy?

To provide a broad selection of over-the-counter (OTC) products that is effective, safe, and reasonably priced.

- To educate our clients to make well-informed self-management choices that will improve their health and well-being; and
- To counsel and give assistance with product selection upon request
- To provide convenient cashiering services for SHC

PSEUDOEPHEDRINE PRODUCTS

Make your request for Pseudoephedrine decongestant products at the Pharmacy RX Drop-Off window.

The federal Combat Methamphetamine Epidemic Act and the NC Methamphetamine Lab Prevention Act requires:

- storage behind-the-counter in the pharmacy
- limits on quantities
- photo identification
- purchaser must be 18 years of age or older

Larger quantities of a pseudoephedrine product may be provided if a prescription is written by a medical provider.

PHARMACY FAQs

1. What is a refill?

A provider may authorize refills when a prescription is written. A refill allows you to get more medication directly from the pharmacy without contacting your provider. The number of refills remaining on your prescription and the expiration date of your refills is printed on the next to the bottom line of your most recently filled prescription label.

For example: "3 REFILLS BEFORE 8/26/08".

There are 2 ways to request your refills in advance:

2. Use Ready Refills via the internet go to PRESCRIPTION REFILLS, if:

- You know your prescription number (RX# at the top left of the prescription label) and
- You only need a one month supply.
- Your refill request will be ready 2 business hours after you submit your request.
- You can pick-up your refill at the pharmacy "RX Pick-Up" window.

3. Use Ready Refills via the telephone (336-334-7339), Ask for Refill Desk if:

- You do not know your prescription number(s) or
- You want more than a one month's supply or
- Your refill request will be ready 2 business hours after you submit your request or the next business day at 2pm.
- You can pick-up your refill at the pharmacy "RX Pick-Up" window.

4. Are there any limits on the number of refills I can get at one time?

Most insurance companies limit the number of refills you can get at one time to a one month supply. Some insurance policies include vacation override provisions that allow for more than one refill, but the pharmacy must call the insurance company for authorization. Multiple refills of controlled substances prescriptions or psychotropic drugs require the prescriber to write the prescription for the exact amount to dispense.

5. What time limits do I have to get refills?

North Carolina regulations and most insurance companies limit the refilling of non-controlled substance prescriptions to one year from the date the prescription written date. Controlled substances prescription refills are limited to 6 months. Further, a prescriber may specify time limits on refilling.

6. What if I have no refills left on my prescription?

If there are no refills remaining or your provider did not authorize refills, you must contact or make an appointment with your provider to get a renewal of your prescription.

7. My doctor requires that refill requests be faxed from the pharmacy. Can you do this?

Yes, call the pharmacy to request that the fax be sent.

8. How can I get my prescription filled when I'm not on campus?

Click on [Aggie Refills](#) in menu box.

9. Transfer of refills

Your prescription may be transferred to another pharmacy at your request.

Take your most recently filled prescription label to the pharmacy of your choice, or give the pharmacy your prescription number if you know it, or you're Banner ID# and the name of the drug.

Request that the pharmacy call us at 336-334-7339 during our hours of operation and we will transfer the remaining refills.

10. Do you mail prescriptions?

No. In order to contain costs and to assure proper storage and handling during shipment, the Sebastian Health Center Pharmacy does not mail prescription medications. You may give the pharmacy permission to have someone else pick up your medications.

11. Do I have to pay for my medicines today?

Yes. Some form of payment is expected on the day of service. The cost of your medication may be added to your student account, if more than \$5.00. We also accept cash, check, Visa, AMEX, Master Card or Aggie One cards.

12. Is there an extra charge if I bill my prescription charges to my Student Account at the University Cashier?

No.

13. If I charge my prescription to my Student Account at the University Cashier will my parents see the charge if my tuition bill is sent home?

The charge is itemized on your Student Account with a non-specific description, "Medical Services Charge", the amount charged and the date. No specific description, such as medication name, is transferred.

CONFIDENTIALITY

The Campus Health Pharmacy does not release any information regarding your pharmacy records to any person or agency without your permission. For more information, go to [Student Privacy Policy](#) at the bottom of the web site.

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