



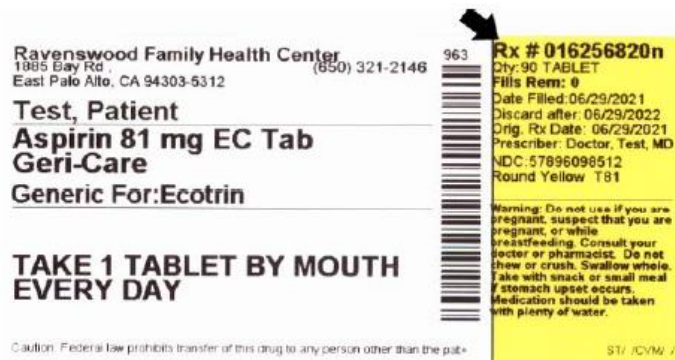
Automated Refill Process for Medications

Ravenswood Pharmacy offers a quick and convenient way to call-in refills for our members. Request a refill by calling our automated phone system at (650) 321-2146, open 24 hours a day, 7 days a week.

Our current hours of operation are:

Monday	8:00am-7:00pm
Tuesday	9:30am-7:00pm
Wednesday	8:00am-7:00pm
Thursday	8:00am-7:00pm
Friday	8:00am-5:00pm
Saturday	8:00am-1:00pm

1. Call the pharmacy refill line three to four days before your intended pick-up date, and before you run out of medication.
2. Please have your prescription number ready. Your prescription number is located on the top right-hand side of the prescription label.



3. At the refill line main menu, press 1 to continue in English.
4. Enter your prescription number(s) one at a time using the keypad. **Do not enter any letters or characters.** Afterwards, the system will repeat the numbers you entered. Press 1 if it is correct, or press 2 if it is not correct and you need to enter the numbers again.
5. The system will then ask you to confirm the first few letters of your last name. Press 1 to confirm or 2 if it is not correct.
6. Next, enter your phone number starting with the area code. Press 1 to confirm or 2 if it is not correct.
7. Lastly, follow the prompts to either enter another refill or end the call.