



DEPARTMENT OF VETERANS AFFAIRS
VA Medical Center
One Veterans Drive
Minneapolis, MN 55417
www.va.gov/minneapolis



Dear Veteran,

Obtaining your refills of medications in a timely manner is important to us. Please note that a Pharmacy representative is not available to process phone calls for routine refills of medications after 4:30 pm and on the weekends and holidays. The following information will assist you in ordering refills of your medications.

PHARMACY CALLS DURING OFF HOURS

- Pharmacy representatives are available Monday through Friday 8am to 4:30pm to request refills or renewals.
- Use the 1-800-661-0827 number and the MyHealthVet website www.myhealth.va.gov for refill requests, available 24 hours a day-7 days a week. Refill slips can be mailed in at any time.
- The Pharmacy is open on weekends and holidays from 8am to 4pm for emergencies and patients being discharged from the hospital. If you feel you have an **emergent need** for a medication, you **must come in** to the pharmacy. A refill request will not be handled by phone. Staff is not able to mail packages during off hours.
- If you have a question or problem about taking a drug or its action, your call will be transferred to a pharmacist.
- If you call to request a refill or renewal of a medication, you will be referred to the toll free number, the website or asked to call 612-725-2090 the next business day.

VA Pharmacy Service