Prescription Refills

Use Ready Refills via the internet at readyrefills.unc.edu, if...  
- You know your prescription number (RX# located at the top left of the prescription label)  
Your refill request will be ready 5 business hours after you submit your request.

Use your mobile device to go to MobileRx.net, if...  
- You know your prescription number (RX# located at the top left of the prescription label)  
Your refill request will be ready 5 business hours after you submit your request.

Call in your prescription refill request at 919.966.6554 for Campus Health Pharmacy or 919.966.8166 for Student Stores Pharmacy, if...  
- You do not know your prescription number or  
- You want to leave a message with special instructions.  
Your refill request will be ready 5 business hours after you submit your request.

Leave your refill request at the pharmacy for pick-up at a later time if...  
- You need same-day pick-up, but you can come back to the pharmacy at least 2 hours after you present your refill request. You may also wait in our pharmacy lobby for the refill to be processed.

If you do not have refills remaining on your prescription, or if your prescription has expired, you may ask us to contact your provider for a new prescription.

If your prescription is currently filled at another pharmacy, you may ask us to call the pharmacy to have the prescription refills transferred to Campus Health Pharmacy or Student Stores Pharmacy.

Updated April 2019
**Location**

Campus Health Pharmacy is located on the ground floor of Campus Health Services in the James A. Taylor Building located on South Campus between UNC Health Care and Kenan Football Stadium. In the same location is the Healthy Heels Shoppe, a one stop shop for over-the-counter medications and health care items. Student Stores Pharmacy is located on the 3rd floor of Daniels Student Stores, on main campus across from the Student Union and Lenoir Dining Hall.

**Parking**

At Campus Health Pharmacy, four parking spaces are dedicated for pharmacy pick-up only, and are restricted to a 30 min. time limit. Two of these spaces are located to the left of the Campus Health loading dock entrance, near the fence of the medical school wing just past the main South entrance of Kenan Stadium. Other spaces are available in the adjacent crescent lot. Several metered parking spaces are available at Student Stores.

Can I have my prescriptions filled at these locations during the summer?

Yes, if you:
- Are registered for the fall semester or
- Are enrolled in summer school or
- Are University faculty, staff, or their dependents

If you need to have your prescription filled at a different pharmacy during the summer, ask that pharmacy to call Campus Health Pharmacy or Student Stores Pharmacy for a prescription transfer.

Who is eligible to use these pharmacies?

Students, faculty, and staff of the University, along with their dependents, are eligible to use Campus Health Pharmacy and Student Stores Pharmacy.

Do these pharmacies accept electronically prescribed prescriptions?

Yes. Your provider may e-prescribe prescriptions to Campus Health Pharmacy or to Student Stores Pharmacy.

Can my provider fax a prescription?

Yes. Fax at 919.966.6431 for Campus Health Pharmacy or 919.966.4044 for Student Stores Pharmacy.

**What medications are available?**

Campus Health Pharmacy and Student Stores Pharmacy stock drugs that are on the Campus Health formulary. The formulary is a selection of drugs that reflects the current clinical judgment of the Campus Health professional staff. Most commonly used drugs are included on the formulary. You may access the formulary at campushealth.unc.edu.

Can I fill a prescription written by a provider who is not at Campus Health?

Yes, if the medication is on the Campus Health formulary. You may access the formulary on the Campus Health website.

How do I know if my prescription is ready for pick-up?

Campus Health Pharmacy and Student Stores Pharmacy will fill your prescription when it is received from your provider. You may call or drop by the pharmacy to see if it is ready. If you would like to receive a text message when your prescription is ready for pick-up, call 919.966.6554 for Campus Health Pharmacy or 919.966.8166 for Student Stores Pharmacy to sign up for our prescription-ready texting service.

How long do you hold my prescription until I pick it up?

Your filled prescription is returned to stock after 6 days, and your account is credited.

Do you accept my prescription insurance card?

Both Campus Health Pharmacy and Student Stores Pharmacy accept almost all prescription insurance cards. Be sure to bring your most current prescription insurance card with you.

May I return medications for credit that I no longer need?

No. Health regulations prevent any pharmacy from reissuing a medication that has been dispensed out of the pharmacy. However, we will dispose of certain unused, expired, or unwanted medications for you as part of our Take-Back Program. Visit campushealth.unc.edu/pharmacy for details.

What forms of payment are accepted for prescriptions and Healthy Heels Shoppe purchases?

You may pay by cash, check, Visa or Mastercard, UNC One Card, or electronic payment, such as Apple Pay. If you are a student, you may transfer your charges to your tuition bill.

I have the student insurance plan. How much will my prescriptions cost?

If you have the student insurance, RA/TA, or Post Doc plan, your copay for medications filled at Student Stores Pharmacy and Campus Health Pharmacy will be $0 for most contraceptives and $10 to $15 for all other medications. At outside pharmacies, your copay is a tiered copay based on the category of drug.

**Healthy Heels Shoppe and Student Stores Pharmacy?**

The Healthy Heels Shoppe offers items available without a prescription, including contraceptives, cough, cold and allergy care, diabetic supplies, eye, ear, and oral care, first aid, antacids and laxatives, pain and fever care, nutritional bars, skin care, smoking cessation aids, sports care, vitamins, and women’s care. A selection of travel supplies and medications are available, including insect repellents and insecticides, sunscreens, motion sickness medications, and water purification tablets. Many of these over-the-counter items are also available at Student Stores Pharmacy.

**Pseudoephedrine Products**

Pseudoephedrine decongestant products may be purchased at the Healthy Heels Shoppe or at Student Stores Pharmacy. As required by federal and state laws, you must present photo identification, be 18 years of age or older, and sign a log book in order to purchase pseudoephedrine products.

**Emergency Contraception**

Campus Health Pharmacy and Student Store Pharmacy carry emergency contraception. Plan B is sold over the counter at the Healthy Heels Shoppe and at Student Stores Pharmacy. ella® is available by prescription only, and a prescription can be issued by our Clinical Pharmacist Practitioners at Campus Health Pharmacy or Student Stores Pharmacy. Pharmacists are available for private consultation if you have questions.