



Frequently Asked Questions

Welcome to the Urology Austin Pharmacy, we look forward to serving your prescription needs. We have prepared the following information to help answer frequently asked questions.

How do I place a prescription order?

The Urology Austin Pharmacy will call you when we receive a new prescription from your physician. If you are expecting a prescription from your physician, but have not received a call, please call the pharmacy at **512-410-3770** or toll-free at **1-855-995-UARX(8279)**.

How do I obtain a refill?

You can call the Urology Austin Pharmacy to request a refill. You may also request your refill on our website: **www.urologyaustin.com/pharmacy**. Once on the page, click on the red button labeled "Request A Refill".

How do I access my medication in case of an emergency or disaster?

Call the Urology Austin Pharmacy for assistance in obtaining your medication in time of emergency or disaster. Additionally, please check our website for emergency notifications and temporary procedures. If you miss a dose during this time, resume typically dosing as directed on the medication education provided at the initiation of therapy. If you run out completely, contact the Urology Austin Pharmacy or your prescribing physician to notify them and confirm if any special instructions must be followed to resume therapy.

How do I check on a prescription status?

You can call the Urology Austin Pharmacy to check the status of your prescription.

How do I obtain information about prescription substitutions?

Call the Urology Austin Pharmacy with any questions regarding prescription substitutions or if the tablets look different to verify that it is the same medication. Generic drugs can differ in shape and color between manufacturers.

How do I transfer a prescription to another pharmacy?

If you plan on transferring a Urology Austin prescription, give the new pharmacy your first and last name, date of birth, prescription number and our phone number. This will give them the needed information to transfer the prescription.

How do I obtain medications not available at the Urology Austin Pharmacy?

Our staff will inform you if we do not carry a medication that you need. They will have the prescription sent to the pharmacy of your choice. If the medication is not available due to a manufacturer shortage, we will notify you with an expected availability date.

How do I handle medication recalls?

Urology Austin Pharmacy staff will contact you regarding any medication recalls.

How do I dispose of my unused medications?

You can drop off any expired or unused medications at a public disposal system located in select pharmacies. Visit the following website to find the location nearest you: <https://apps2.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e1s1>

How do I handle adverse reactions?

If you experience an adverse reaction such as trouble breathing or a severe skin rash call 911 for immediate assistance. For minor non-life-threatening reactions call your physician or the Urology Austin Pharmacy for guidance. For after hours assistance, contact the on-call physician at 512-458-1121.

How do I report concerns or errors with my prescription?

Call Urology Austin Pharmacy staff if you feel there has been an error with your prescription, or if you have concerns about the medication.

Phone: 512-410-3770 or toll-free **1-855-995-UARX(8279)**

Phone Availability: Monday – Friday 8:00 AM – 5:00 PM

Prescription Pickup Times: Monday – Friday 8:00 AM – 4:30 PM

On-Call Provider Contact: After business hours please call the Medical Exchange at 512-458-1121. A provider is on-call 24/7, 365 days a year.

Visit our website: www.urologyaustin.com/pharmacy