

**Q: How are prescriptions refilled?**

**A:** To refill a prescription, call our Clinical Center office at 517.353.4930. You will need to provide the patient's name, birthdate and the prescription number. Refills can be called in 24 hours a day, seven days a week. (Evening and weekend refill orders will be processed on the following workday.)

Prescriptions can also be refilled using our mobile app or online refill request form. After filling in the patient's name, birthdate and prescription number, you will be able to indicate whether you want your prescription mailed (only in the state of Michigan), delivered on campus or if you would like to pick it up at one of our campus locations.

**Q: My student won't be 18 years old for another three months. Will they need any signed documents to pick up a prescription?**

**A:** No additional documents will be needed other than an ID.

**Q: Can medications be delivered on campus?**

**A:** Yes. Prescriptions can be delivered on campus. Requests received during business hours will generally be delivered the following business day, Monday through Friday. Couriers can accept checks or exact change upon delivery, or payment can be made over the phone with Visa, Discover, MasterCard or American Express cards prior to delivery.

**Q: Do you accept out-of-state insurance?**

**A:** Yes, most major insurance carriers are accepted by MSU Pharmacy. If you have additional questions about insurance, please call one of our offices at **517.353.4930**

**Q: What are your hours of operation?**

**A:**

**Clinical Center Pharmacy**

Monday – Friday: 7:30 a.m. to 6 p.m.

Saturday – Sunday: closed

**Q: Which methods of payment do you accept?**

**A:** We accept cash, checks and all major credit cards

**Q: How do I transfer a prescription from another pharmacy to MSU Pharmacy?**

**A:** To transfer a prescription from another pharmacy, bring the prescription vial, bottle or package to MSU pharmacies. Or call MSU Pharmacy with the name and phone number of the pharmacy where the prescription was last filled, the prescription number, and the name of the medication. The MSU pharmacy staff will then transfer and fill the prescription for you.

