



## Automated Refill Process for Medications

Ravenswood Pharmacy offers a quick and convenient way to call in refills for our members. Request a refill by using our automated system open 24/7 by calling 650-321-2146.

1. Please have your prescription number ready. Your prescription number is located on the top right-hand side of the prescription bottle.
2. To continue in English press 1. To continue in Spanish press 2.
  - a. Then to refill a prescription press 1.
3. Enter all prescription numbers using the keypad, followed by the pound (#) sign, leaving out letters and characters.
4. Call 4 to 5 days in advance prior to your intended pick up date and before you run out of medications.
5. To leave a message if you do not have the prescription number:
  - a. Press \* to return to main menu after step 3
  - b. Press 4 to leave a message. Please state your full name, date of birth, name of medication and phone number
  - c. Our current hours of operations are
    - i. M-F 8-4:30, We are closed Saturday and Sunday

## Sample Prescription Label

Prescription number Rx# 016099943n is located on top right-hand side.

**Ravenswood Family Health Center**  
1885 Bay Rd,  
East Palo Alto, CA 94303-5312      650) 321-2146

**ZZTEST, PATIENT**

**Metformin 500 mg Tab Mylan**

**Generic For: Glucophage**

**TAKE 1 TABLET BY MOUTH DAILY**

Caution: Federal law prohibits transfer of this drug to any person other than the patient for whom prescribed.

697 **Rx # 016099943n**  
Qty: 30 TABLET  
Fills Rem: 6 @ 30 until 02/26/2019  
Date Filled: 02/27/2018  
Discard after: 02/27/2019  
Orig. Rx Date: 02/27/2018  
Prescriber: ZZTEST, D  
NDC: 00378718505  
Round White MF 1/G

Do not drink alcoholic beverages when taking this medicine. Take with food. This medication may cause low blood sugar if you skip meals or do not eat regularly. This medication may cause an uncommon, but serious condition called lactic acidosis. Seek medical attention if symptoms develop.

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