PRESCRIPTION ASSISTANCE PROGRAM (PAP)

Medication Refill Guidelines

If you are almost out of your medicine, follow these steps to contact the drug company and order a refill. Call as soon as you open your last bottle. Do not wait until you are out of medicine.

Find medicine company information

Look at your medication box or the paper that came with it to find the phone number or website.

Company name: _____

Phone number or website: _____

Call customer service

Have this information when you call:

Prescription number (RX): _____

Medication name: _____

Drug strength: _____

Amount left: _____

Write down important information, like the name of the person you spoke with, and the date you called.

Confirm delivery details

During the call, confirm the delivery or pick-up location. Write down important information, like the date you called, and your delivery date.

Location: _____

If your medication is going to a Central Health clinic, a PAP staff member will call you when it arrives.

If you need help with ordering your refill, call the Central Health PAP Team at 512.716.7434 Monday through Friday, 8 a.m. to 5 p.m. or, the after-hours call center at 512.978.8130.

PAP locations

Capital Plaza Specialty Clinic
5339 N Interstate 35, Suite 100

Rosewood-Zaragosa Specialty Care Clinic
2802 Webberville Rd.