

The 6th Medical Group and the MacDill Pharmacy staff are fully committed to provide responsive pharmacy services during this time of heightened public health concern due to Coronavirus Disease 2019 (COVID-19).

Rest assured your safety and the safety of our staff are our top priority.

To safely provide pharmacy services, effective 0730, March 17th, we will be implementing the following measures until further notice:

- 1) All new off-base prescriptions will be processed at the Main Clinic Pharmacy on MacDill Air Force Base. New off-base prescription services at the Sabal Park Pharmacy will be paused until further notice.**
- 2) As before, new “urgent” prescription needs and controlled drugs will be processed same day at the Main Clinic Pharmacy. All other prescriptions will be available for pick up later at the Drive Thru pharmacy.**
  - Prescriptions presented or activated by 1200 hrs will ready for pick up after 1200 hrs the next day at the drive thru pharmacy.
  - Prescriptions presented or activated after 1200 hrs will ready for pick up after 1200 hrs two duty days later at the drive thru pharmacy.
  - Drop-Box prescriptions or electronic prescriptions (eRx) are processed at the end of the duty day, and ready for pick up after 1200 hrs two duty days later at the drive thru pharmacy.
- 3) All refills will need to be picked up at the drive thru pharmacy at MacDill Air Force Base. Refill pick-up at the Sabal Park Pharmacy will be paused until further notice.**
  - The refill call in phone line or TRICARE online provides notification when your refills will be ready for pick up at the drive thru pharmacy (depending upon when they are requested).
- 4) MacDill Pharmacies will transition to electronic prescriptions (eRx) for new off-base prescriptions.**
  - Our staff will assist patients during the transition over the next few weeks, rest assured urgent prescription needs will be supported.
  - All pharmacy locations have flyers for patients to pass to their network providers.
  - The pharmacy is proactively reaching out to our top 250 network providers to ensure they have the correct information.
  - Patients may activate electronic prescriptions (eRx) by the following means:
    - 1)**Secure Messaging** (TRICARE On-Line), register here: [www.TRICAREonline.com](http://www.TRICAREonline.com)
    - 2)**Phone**: Leave a voicemail requesting activation (813-827-7910, option 1, then option 1 again)
    - 3)**Clinic drop box** - electronic prescriptions (eRx) drop box forms available at the Main Clinic Pharmacy Drop Box
    - 4)**In Person** at the Main Clinic Pharmacy (*for urgent medication needs*)

These measures are necessary because we must limit beneficiaries congregating in locations where they may potentially spread the virus. The drive thru pharmacy is the safest means to distribute prescriptions to beneficiaries.

Thank you for your patience as we work to support beneficiaries during this time.

**Please follow these recommendations to ensure you and your loved ones remain safe and healthy.**

- Exercise diligent hand washing, particularly after touching surfaces in public. Use of hand sanitizer that contains at least 60 percent alcohol is a reasonable alternative if the hands are not visibly dirty.
- Exercise social distancing, avoid crowded spaces and stay a minimum of six feet from other persons when possible.
- Always cover your cough or sneeze.
- Avoiding touching your face (in particular eyes, nose, and mouth).
- Clean and disinfect objects and surfaces that are frequently touched