



If you need a refill of your medicine that you get from TVHS and the medicine has refills, there are several ways you can get it:

1. Call the pharmacy refill hotline at 1-866-786-9367.
2. Log into MyHealthVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)) and request your refill.
3. Call the TVHS phone number at 1-800-228-4973 and pick option 1, then follow the steps.

After you request your refill, it will be mailed to you. Make sure you request your refill at least **14 days** before you are going to run out so that it has enough time to get it to you.

If you need a refill of your medicine but it is expired or has no refills left, or if the medicine is a controlled item such as a narcotic, then you will need to contact your Primary Care Provider to get a refill. You can contact your provider by:

1. Logging into MyHealthVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)) and sending your provider a secure message. Make sure you look for their reply in the next few days.
2. Calling the TVHS Telephone Care call center at 1-800-228-4973 and pick option 3. The nurse answering the call will take a message and notify your health care provider. Someone from your provider's office will call you to get more information and get your prescriptions refilled. This process may take up to several days.