

BENEFITS FOR YOU...

- You can place your refill orders at any time, 24 hours a day, 7 days a week without waiting on hold.
- The system is easy to use - it guides you every step of the way. When you are familiar with the system, you can press the proper buttons whenever you choose, to ignore the prompts you do not want to hear.
- At any time during the call, you have the option to return to the main menu by pressing the star ("*") key. If you want to hear the previous prompt again press the pound sign ("#") key or just stay on the line and it will be repeated again.
- You can leave messages for the pharmacy staff by choosing the appropriate option on the main menu.
- You can find all the necessary information about our pharmacy business hours by choosing the appropriate option on the main menu.

NEW

Keil's Pharmacy Automated Refill Line



866-254-0680

7 DAYS A WEEK 24 HOURS A DAY

To better serve *you*, our valued customer, we have installed an automated system to take your prescription refill orders over the phone. Simply use your telephone to enter the following refill information:

- Your prescription refill number (a number located in the left upper corner of your prescription label)
- The phone number where you can be reached during the pharmacy working hours.

HOW IT WORKS

1. Dial our direct refill line at **866-254-0680**. The automated system will greet you and prompt you to press “1” on your telephone keypad to refill your prescription.
2. Using the keypad on your phone enter the prescription refill number (do not enter any letters immediately following the numbers, if there are any). The system will restate the entered number.
3. Press “1” if the number is correct, press “9” to reenter if the number is incorrect.
4. Press “1” to refill another prescription and follow the prompts. Press “2” for no other refills.
5. Press “1” if you want to pick up your order. Press “2” if you want to have your order delivered. The system will confirm after what time your refill will be ready for pick up or that your order will be delivered.

6. Press “1” to leave a voice message related to your order (for example, asking the pharmacist to contact your doctor for refill authorization or giving him any other instructions). Press “2” if you do not want to leave a message.

7. If prompted by the system, enter a local phone number, where you may be reached during the pharmacy working hours in case you have to be contacted by a pharmacist.

ATTENTION: Press the star (“*”) key at any time during your call to return to the main menu, or the pound sign (“#”) key to return to the previous prompt.

**Keil’s Pharmacy
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(866) 254-0680**