



TUBA CITY REGIONAL HEALTH CARE CORPORATION

167 North Main Street, P.O. Box 600
Tuba City, Arizona 86045-0600
(928) 283.2501

PRESS RELEASE

Press Release Contact:

Vincent P. Shirley Jr., Community Information
Tuba City Regional Health Care Corporation
Phone: (928) 283-2078
Fax: (928) 283-5252
Email: Vincent.shirley@tchealth.org
Web: <http://www.tchealth.org/home.html>

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FOR IMMEDIATE RELEASE



Tuba City, Arizona - TIME SAVING CHANGES COMING TO TCRHCC PHARMACY

The TCRHCC Pharmacy Department is announcing an exciting new change in customer service. A new refill center is slated to be open by March 1, 2009, for patients who need routine refills.

The 30-Day Refill Pharmacy will be in a separate, new modular building at the east end of the hospital parking lot near the Family Wellness Center. Patients who need routine prescription refills will no longer have to endure long waits in the outpatient waiting area.

The new Refill Pharmacy will initially be open seven days a week from 8:00 a.m. to 7:00 p.m. Prescriptions will be ready for pick-up with no waiting time for customers who call in 24 hours in advance for refills. Customers will simply register, pick up and leave. A dedicated toll-free telephone number will be used for prescription refills.

About 25% of the average 1500 prescriptions filled per day at TCRHCC are routine monthly refills. The new service will employ five new pharmacists, six new technicians, and four pharmacy aids to staff the seven-day operation.

Prescriptions will now be available on weekends for those who do not make it to the main Pharmacy in time on a Friday afternoon, or for those receiving prescriptions in the Emergency Room on weekends. Typically ER patients have to come back on Monday mornings for additional medications as the ER maintains limited supplies and is not equipped to dispense a high volume of medications.

The Pharmacy staff in the existing Pharmacy will be able to concentrate on clinical and in-patient needs enhancing service for those patients.

With the entire TCRHCC operation moving to electronic health records (EHRs) in late 2009, the Pharmacy Department is being updated to implement the advantages of EHRs. Automated refill equipment in use in the present Pharmacy Department will also be utilized in the new Refill Pharmacy. Filling such a large number of prescriptions per day would not be possible without automation.

Pharmacist Steven Kos, Outpatient Pharmacy Coordinator, “Modern techniques using automation, bar coding and cross checking by computer make filling prescriptions today much safer.”

As with the present pharmacy operation, consultants will be available in a private setting to discuss medications and their proper use.

In the future there may be a move to automatic prescription refills or even mail order refills.

A few prescription safety tips:

- Always take medications as instructed by your doctor, pharmacist or other health care professional. Do not change the way you take them unless instructed to do so. If a medication is intended to be taken until the full prescription is gone, do so.
- Keep medications in their original labeled containers.
- Store medications where children cannot see or reach them, or in a secured cupboard or cabinet. Teach children that medications can be dangerous if mis-used. Never refer to medications as candy.
- Do not chew, crush or break capsules or tablets unless instructed to do so.
- Do not store medications in bathroom medicine cabinet or in direct sunlight as humidity, heat and light can affect a medication’s potency. Do not store in a refrigerator unless instructed to do so.
- Never take another person’s prescription medication or share yours with anyone, even if the other person appears to have the same medical condition as you.
- Do not take medication in the dark. Although you may think you know what’s in a bottle or that you grabbed the correct bottle, turn on a light to be sure.



TCRHCC, located in Tuba City, Arizona, consists of a 73-bed acute care referral hospital and integrated health system. It provides a broad range of outpatient specialized care services in addition to inpatient care. The patient population includes Navajo, Hopi and San Juan Southern Paiute. Its mission is to provide accessible, quality, culturally sensitive health care.

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