



Tulalip Clinical Pharmacy IVR System

Tulalip Clinical Pharmacy is happy to announce our new telephone system. It is pre-recorded and will give you many menu options. It will benefit you in several ways, making it simple for our staff to respond to your requests more efficiently. Also, if you need assistance on how to use the IVR our staff would be more than willing to give you training.

Here is a guide on how to use it: (Phone Number: **360 716 2660**)

Main menu options:

Press '1' to refill a prescription (*please see refill menu options*)

Press '2' if this is a doctor's office (for doctor office use only)

Press '3' to check the status of your refill (*please see refill status menu*)

Press '4' for hours and directions

Press '0' or remain on the line to speak to Pharmacy staff member

Refill menu options:

Press '1' to refill a prescription

- It will then ask you to enter your prescription number which is located in the upper left corner of your prescription
- Enter the number and then press the # key
- For multiple refills you will need to do the process for each prescription being refilled. (Enter one prescription number, press #, then hit the #1 again)
- If your prescription number has a letter in front do not enter the letter, it will not recognize the number.

Press '2' to leave a message (speaking slowly and clearly)

- When leaving a message please make sure you give the name, prescription number, phone number and the date of birth to verify the correct person is having their prescription filled.

Press '0' or remain on the line to speak to Pharmacy staff member

Refill status menu options:

Press '1' to check the status of your refill

- It will then ask you to enter your prescription number which is located in the upper left corner of your prescription.
- Enter the number and then press the # key
- This will tell you what the status is of your prescription: i.e. if it is ready, we had to fax the doctor for refills etc.

Press '2' to leave a message

Press '0' or remain on the line to speak to Pharmacy staff member



Tulalip Clinical Pharmacy Hours

Monday 9 AM to 6 PM

Tuesday 9 AM to 6 PM

Wednesday 9 AM to 6 PM

Thursday 10 AM to 6 PM

Friday 9 AM to 6 PM

Saturday 12 PM to 4 PM

Closed on Sunday & Holiday's

Thank you!