



Refill options

We encourage you to fill all your prescriptions at one pharmacy for your safety and convenience.

For phone refills at Fort Belvoir, Dumfries or Fairfax:

Step 1

Call 800.377.1723, and Press 2 for pickup at an Army facility

Step 2

For facilities in Virginia, Press 2

Step 3

For Fort Belvoir Exchange Pharmacy, Press 1
For Dumfries Pharmacy, Press 2
For Fairfax Pharmacy, Press 3
For Fort Belvoir Community Hospital Outpatient Pharmacy, Press 6

Step 4

To refill or check the status of prescriptions, Press 1

Step 5

Enter the last four numbers of the sponsor's social security number, and then Press #.

Step 6

Enter the eight digits of the prescription number, and Press #.

Step 7

To refill the prescription, Press 1
To check the status of the prescription, Press 2
The system will then inform you if the prescription is able to be refilled and when it will be ready.

For online refills:

Step 1: Go to www.fbch.capmed.mil
Step 2: Select the Pharmacy Refills link
Step 3: Follow the directions at the refill link, taking care to select the pick up location.

Contact us

Fort Belvoir Community Hospital Outpatient Pharmacy

Call 571.231.3224 and select Option 2. When prompted, choose from the following options:

For hoursPress 1
For the Warrior Pavilion PharmacyPress 2
If you are a pharmacist or physicianPress 3
To speak with pharmacy staffPress 4
To repeat this messagePress 8
To return to the main menuPress 9

Network and delivery options

Defense Department beneficiaries may also refill prescriptions at retail network pharmacies or through the Tricare Pharmacy Home Delivery Program. Co-pays are as follows:

Retail, up to 30-day supply	
Tier 1 (generic)	\$5
Tier 2 (formulary)	\$12
Tier 3 (non-formulary)	\$25
Mail order, up to 90-day supply	
Tier 1 (generic)	\$0
Tier 2 (formulary)	\$9
Tier 3 (non-formulary)	\$25

For more information on the Tricare Pharmacy Benefit refer to the links or phone numbers below:

Tricare Online
www.tricare.mil/pharmacy
Tricare Pharmacy Home Delivery
www.express-scripts.com/pharmacy
877.363.1303
Tricare Retail Network Pharmacy
877.363.1303

Helpful medication tips

- Ask your physician questions about your medications. Your physician should tell you what they are prescribing and what they are for. Your pharmacist can also provide counseling on your medications if you have additional questions.
- Be familiar with your medications: look for changes in color, size, shape, markings and smell. If you notice something unusual contact your pharmacist.
- Take medications only as directed by your physician. Do not take extra doses or discontinue medication without talking to your physician first.
- Do not mix medications unless instructed by your physician. Inform your physician of all medications you take, including over-the-counter medications, herbal medications and dietary supplements.
- All medications can produce actions or effects other than those desired. Contact your physician and pharmacist if symptoms occur.
- If you are pregnant or breast-feeding, check with your physician and pharmacist before taking any medication.
- Do not mix different medications in the same container. Keep medications in childproof containers and out of reach of children.
- Always take your medication with you to your health care provider appointments.
- When traveling, carry your medication with you, not in your luggage. Be sure to take enough medication to last through your trip.

Fort Belvoir Community Hospital
9300 DeWitt Loop • Fort Belvoir, VA 22060
571.231.FBCH (3224) • fbch.capmed.mil

Product Code: 00252-A-0812-PHARM





Welcome to the pharmacy

Our staff provides a wide range of services to more than 100,000 beneficiaries through the main Outpatient Pharmacy and four satellite locations — the Fort Belvoir Exchange Pharmacy, Warrior Pavilion Pharmacy, and Dumfries and Fairfax pharmacies.

The Outpatient Pharmacy in the hospital dispenses 1,200-1,500 prescriptions and 500-700 prescription refills per day. On average, the Outpatient Pharmacy and the Exchange Pharmacy serve between 800 and 1,000 patients per day.

We appreciate the opportunity to serve you and welcome your feedback.

Prescription processing

The first step in prescription processing at the main Outpatient Pharmacy is to get a ticket from the ticket kiosk near the pharmacy entrance. Members of our concierge staff will be available in our waiting area for those who need personal assistance.

Tickets will be called based on priority, using categories described below. We do our best to prioritize our active-duty military, especially those in uniform. The categories are as follows:

A tickets: Active duty wearing the uniform of the day

B tickets: Pharmacy Call Center tickets, usually called from Window 1. These include Emergency Department, same-day surgery, hospital discharges, or Executive Medicine prescriptions processed by the call center

E tickets: Active duty not in uniform; Pick-ups for refill call-ins to pharmacy, online and staff refill pickups; Emergency Department; Missed number

C tickets: New prescriptions which require processing by pharmacy staff, including new and renewal prescriptions for dependents and retirees, refills not called in advance, and hard copy (paper) prescriptions

Once your ticket has been called, please go to the designated window and a pharmacy staff member will process your prescription. If you would like to wait for your prescription to be filled, hold on to

your ticket and you will be called by the same number to pick up your prescription.

We do our best to call tickets in sequence, however some prescriptions may take longer to fill — particularly large prescription orders. Hard copy (paper) prescriptions and prescriptions for controlled substances also take more time to fill. Please speak with a staff member if you would like to check the status of your order.

Additional options

Prescriptions can also be processed at the reception desks in the Pediatrics, Family Medicine and Internal Medicine clinics when you have an appointment in those clinics. Pharmacy representatives at these locations can initiate the prescription-filling process in the clinic and offer options regarding where and when prescriptions may be picked up.

Important note

Please note — even if your doctor's office calls to let you know your prescription is ready at the pharmacy, the order won't actually be processed until you check in at the pharmacy window.

Locations and hours

**Fort Belvoir Community Hospital
Outpatient Pharmacy**
Oaks Pavilion, Floor 1, Room O1.700

Phone571.231.3224, Option 2
Weekdays7 a.m. to 8:30 p.m.
Saturday7:30 a.m. to 4 p.m.
Sundays and Federal HolidaysClosed

Fort Belvoir Exchange Pharmacy
6050 Gorgas Road, Fort Belvoir

Phone703.806.5538
Weekdays9 a.m to 6 p.m.
Weekends and Federal HolidaysClosed

**Fort Belvoir Community Hospital
Warrior Pavilion Pharmacy***
Warrior Pavilion, Floor 1, Room B.106

Phone571.231.3224, Option 2
Weekdays8 a.m. to 4:30 p.m.
Weekends and Federal HolidaysClosed

*This pharmacy is for Wounded Warriors and their family members only.

Dumfries Pharmacy
3700 Fettle Park Drive, Dumfries

Phone703.441.7500
Weekdays7 a.m. to 8 p.m.
Saturday7 a.m. to 2 p.m.
Sundays and Federal HolidaysClosed

Fairfax Pharmacy
10580 Arrowhead Drive, Fairfax

Phone571.432.2600
Weekdays7 a.m. to 8 p.m.
Saturday7 a.m. to 2 p.m.
Sundays and Federal HolidaysClosed

