

Getting emergency refills from a pharmacy and replacement durable medical equipment after evacuating from a disaster.

Q1. When can Oregon pharmacists make an emergency refill for a prescription?

A. Pharmacists can do this for a person who had to leave an area affected by a declared disaster.

Q2. What pharmacies can make an emergency refill?

A. Any pharmacy in Oregon can provide an emergency refill. It is preferred, and in some cases perhaps easier, to use the same company that filled the original prescription.

Q3. When may Oregon pharmacists make emergency refills without a valid prescription?

A. If the pharmacist believes the medicine is needed to maintain the patient's health or to continue established treatment, the pharmacist can make a refill.

Q4. How long may a pharmacist fill for?

A. The emergency refill may be for no more than a 30-day supply.

Q5. How do I get my prescription refilled if I have lost my current fill?

A. You can go to any pharmacy in Oregon, ideally one from the same company as the original fill, and request an emergency 30-day refill.

Q6. Can a pharmacist refill controlled substances in a disaster?

A. In some cases. Typically, this requires prior authorization to the pharmacist.

Q7. Is there an expense for an emergency prescription?

A. Probably. A pharmacy will bill insurance as normal, and there may be an associated co-pay.

Q8. What if I don't have insurance, or have difficulty getting my prescription refilled and am covered by the Oregon Health Plan (Medicaid).

A. If you don't have insurance or have other questions about accessing emergency refills, Oregon Health Authority might be able to help. E-mail the Oregon Health Authority's Prescription Drug Program at: OHA.pharmacy@odhsoha.oregon.gov

Q9. What do I do if I have difficulty getting my prescription refilled and am covered by a private insurer?

A. Contact your insurance company and work with their pharmacy to get the medications refilled and the costs covered. If consumers run into issues, they can call the state's consumer advocates at 888-877-4894.

Additionally, the Oregon Prescription Drug Program offers a state-sponsored, drug discount card program called Array Rx. Array Rx:

- Is open to any resident in Oregon.
- Has no income limitations.
- Does not have membership fees or requirements.

Additional information and links to sign up can be found online through the Oregon Prescription Drug Program's website: <https://www.oregon.gov/oha/hpa/dsi-opdp/pages/index.aspx>. Those who need assistance signing up can enroll by phone, toll free: 1-800-913-4146.

Q10. How do I replace dentures or durable medical equipment if I have the Oregon Health Plan (OHP)?

A. Please contact your provider or Oregon Department of Human Services Case Worker. The available options changed based on the nature of the disaster. They can typically help identify your options and coordinate replacements.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact Mavel Morales at OHA.ADAModifications@odhsoha.oregon.gov or 1-844-882-7889. We accept all relay calls.

Public Health Division
Prescription Drug Program

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