

NIH CLINICAL CENTER OUTPATIENT PHARMACY FREQUENTLY ASKED QUESTIONS



The NIH Clinical Center Pharmacy will undergo renovations through summer of 2021. The construction will modernize, improve patients' healthcare experience, and increase the capacity of the pharmacy to support NIH's research mission.

Where is the pharmacy moving to?

The new pharmacy check-in area is located right outside the Travel Agency on the first floor, CRC Room 1-4553. The new pharmacy pick-up area is located in Magnuson Room 1N259.

What do I do once I arrive at the pharmacy check-in area?

Every outpatient who requires medication will meet with a pharmacy facilitator at the check-in area who will review the status of their medication order.

How will I know when my medication is ready?

After you meet with the pharmacy facilitator, you will receive a number. When that number appears on the monitor in the pharmacy check in area, your medication is ready for pick up.

Where should I wait while the medication is being prepared?

There is seating located in the pharmacy check in area right outside the Travel Agency on the first floor, CRC Room 1-4553. There is additional seating located nearby in the Atrium.

Can I telephone ahead to order my refill medications?

Yes, you may call (888) 465-8208 to request a refill. This can greatly reduce your wait time.

What if I call in my refill ahead of time?

After you call in for your refill, upon arrival at the Clinical Center, go to the pharmacy check-in area. Each patient must meet with the pharmacy facilitator to review the status of their order.

Where do I pick up my medication?

Follow the blue floor decals that are located near the pharmacy check-in area outside the Travel Office, CRC Room 1-4553. Continue until you arrive at pick-up area in Magnuson Room 1N259.

Can my family member/loved one pick up my medication for me?

Yes, they should report to the pharmacy check-in area located immediately outside the Travel Agency on the first floor, CRC Room 1-4553 and meet with the pharmacy facilitator.

What if I want to speak with a pharmacist?

If you would like to speak with a pharmacist in person, please inform the pharmacy facilitator. If you would like to speak with a pharmacist by telephone, call 301-496-2866.

What if I have a shuttle to catch and my medication isn't ready?

If you are unable to wait for your medication, you should speak with the pharmacy facilitator to discuss your options.

What if I need assistance to pick up my medication?

You should inform the pharmacy facilitator if any assistance (e.g. wheelchair) is needed to get to the pharmacy pick up area located in Magnuson Room 1N259.

What if I am at home and have a question for the pharmacist?

You may speak with a pharmacist by calling 301-496-2866.

What happens if I go to the pick-up area to check-in?

You will be directed to the pharmacy check-in area located right outside the Travel Agency on the first floor, CRC Room 1-4553.

Do I need to bring any paperwork to the pharmacy check-in area?

In most cases, you won't need to bring anything to the pharmacy check in area. For certain controlled medications, you may be given a signed order. Please ask your prescriber if a signed order is needed. If so, show it to the pharmacy facilitator.

What if I arrive to the pharmacy check-in and my medication order has not been entered?

You will be asked to contact your prescriber to inform them that your medication has not been entered. You may return to your clinic to speak with them or contact them by telephone.

May I take care of other matters while my medication is being prepared?

Yes, you don't have to wait in the pharmacy check-in area. The pharmacy facilitator will give you a time estimate for when your medication will be ready. At that time, check the monitor and when your number appears, report to the pick-up area located in Magnuson Room 1N259.



Questions? Contact the Outpatient Pharmacy at 301-496-2866

