



This sheet explains how to read a prescription label and how to make sure the information is correct. It describes how to request a prescription refill and when to do it.

### How do I get a prescription?

When your child needs a prescription drug, their provider/doctor will write a prescription. The provider will either give you the prescription to take to the pharmacy or will send it to the pharmacy directly.

### How do I know how to give the medication?

The pharmacist will add a label with directions on the bottle or box of medication. This information will explain the right way to give the medicine.

The label on the medicine will look like to the picture below.

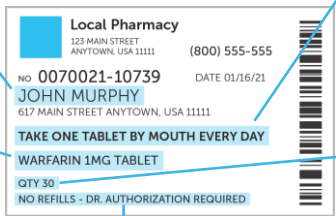
Make sure the patient's name is correct

Read directions about how to take the medication

Check the medication name and concentration

Check the amount of medication in the bottle

check the label for refills



1. Be sure the label has your child's name on it.
2. The label will have important directions on when and how to take the medicine.
3. If the medicine is a liquid, ask the pharmacist for a syringe so you can accurately measure.
4. Make sure your child takes all of the medicine the provider ordered for them, unless the provider tells you to stop.

### How do I get a refill?

- A provider may want your child to take the medicine for a long time, and you'll need to get a refill. You will know if the medicine can be refilled by looking at the label.
- If you need a refill, plan ahead and reach out to your pharmacy about 1 week before you'll run out. When you call the pharmacy, you'll need the prescription number and the name of the person who needs the medicine (your child). This information is on the label.

- If your prescription bottle says "no refills" but you believe your child should continue to take the medication, you'll need to request a prescription renewal from your child's provider/doctor. Please contact your provider/doctor for more information.
- Some clinics don't accept faxed refill requests for prescription refills or renewals from pharmacies. Please check with your clinic before asking your pharmacy to send a refill request.
- You can request a new prescription through the patient portal.

#### How to request a refill from the MyChildren's portal:



Log in to your MyChildren's Portal

- If you don't have a portal account, please sign up at [mychildrens.org](http://mychildrens.org).



Select 'Renew Prescriptions.'

- Choose this option directly from the homepage.



Enter the department name.

- When asked who to send the request to, enter your clinic — not your provider.



Select the prescription

- If the medication isn't listed, select 'Add medication' and submit form to add.



Select the contact method.

- Choosing 'secure message' will use messaging through the portal.



Choose where to send prescription.

- If your pharmacy isn't listed, select 'Add Pharmacy' to add your preferred location. Mailing prescriptions can take 5 business days.



Send.

- Once all required information is complete, select "Send."

- If your child is 13-17 years old, you won't be able to see their list of medications. But you can still enter a medication prescription request by clicking 'add medication.'
- If your preferred pharmacy has changed, you can change that information in the portal when you enter your refill request.