Important information about requests for medication:

VA providers will not rewrite prescriptions from outside providers until you have had a medical evaluation by a VA primary care provider.

If you have a VA primary care provider and your medications have been changed by an outside physician—please contact your VA clinic for an appointment.

At the time of your appointment, please bring a summary from your outside provider regarding your medication changes.

Outside prescription requests CANNOT be handled on a walk-in basis

Cleveland VA Pharmacy Locations:

Wade Park Outpatient Pharmacy
10701 East Blvd.
Cleveland, OH 44106
(800) 379-8387

Akron Clinic Outpatient Pharmacy
95 West Waterloo Road
Akron, OH 44319
(800) 379-8387

Canton Clinic Outpatient Pharmacy
733 Market Ave. South
Canton, OH 44702
(800) 379-8387

Lorain Clinic Outpatient Pharmacy
205 West 20th Street
Lorain, OH 44052
(800) 379-8387

Painesville Clinic Outpatient Pharmacy
54 South State Street
Painesville, OH 44077
(800) 379-8387

Parma Clinic Outpatient Pharmacy
8787 Brookpark Road
Parma, Ohio 44129
(800) 379-8387

Youngstown Clinic
Outpatient Pharmacy
2031 Belmont Ave.
Youngstown, OH 44505
(800) 379-8387

Ordering VA Prescription Refills

Pharmacy Service and Community Outpatient Services

Louis Stokes Cleveland Department of Veterans Affairs Medical Center
10701 East Blvd.
Cleveland, OH 44106
(800) 379-8387

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Procedures for Requesting Prescription Refills

Prescription refills are processed by mail. Most refills are filled and mailed from the Consolidated Mailout Pharmacy (CMOP) in Hines, Illinois.

Please follow these guidelines when requesting refills on your VA prescriptions:

1. Order your refills two weeks before you run out of medication.
2. Be sure you have notified your VA clinic of any address or telephone changes before placing a refill request.
3. Submit your refill request using one of the methods described.
4. If your prescription has no refills please call the 1-800 number and follow the prompts to the pharmacy refill option. If we are unable to process the request, you will be transferred to a pharmacy representative.
5. If your prescription has been changed by a non-VA physician, you must contact your VA clinic. In most cases you will be asked to bring a record of the change to your VA provider.

Refill Request Methods

To Order by Telephone:

Call the Rx Direct Automated Teller at 1-(800)-379-8387 (24 hours a day, 7 days a week)

To Order by Mail:

Send refill slips to:
VA Medical Center Pharmacy Service (119W)
10701 East Boulevard
Cleveland, OH 44106

Veterans... Save Time
Refill Your Prescriptions Online!

Register today at www.myhealth.va.gov

Questions?
Contact the MyHealtheVet Coordinator (216) 421-3018

You can also send pharmacy questions online to your health care team with secure messaging! Patients with premium accounts who opt in to secure messaging can send email to pharmacy and to their providers.