



# ISLETA HEALTH CENTER PHARMACY

Phone: 505-869-4474

Refill Line: 505-869-4590  
(Available: 24 hours a day/7 days a week)

- **Hours of Operation: Monday – Friday 8:00am to 4:30pm (With the exception of Thursday, the pharmacy opens at 10:00am). Closed for all recognized Federal Holidays (except Juneteenth and Indigenous Peoples' Day/Columbus Day)**

- **All refills require a 24 hour turn-around time.**
- **The following is what occurs if a prescription is out of refills, and the pharmacy needs to contact your provider:**
  - **If the provider who prescribed the prescription is located at the Isleta Health Center, refills will be available in 24 hours if approved.**
  - **If the provider who prescribed the prescription is located at an outside facility other than the Isleta Health Care Center, the turn-around time for refills can vary from 24 to 72 hours dependent upon the provider's office.**

## **How prescriptions may be presented to pharmacy?**

- 1. Prescriptions may be faxed into the pharmacy by providers office's only. By law, the pharmacy cannot except faxes directly from patients.**
- 2. Prescriptions may be called into the pharmacy by the provider's office.**
- 3. Prescriptions may be dropped off in person at the pharmacy drop off window.**
- 4. Prescriptions may be transferred in to the pharmacy from other pharmacies. This is dependent on whether the pharmacy carries the medication.**

**A valid federal ID/Tribal ID is required to pick up any controlled substances.**