

**Did You Have to Evacuate Your Home Because of a Fire?  
Getting Emergency Refills from a Pharmacy:  
Frequently Asked Questions**

- Q. 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. There is a federally declared disaster in place for Jackson County.
- Q. What pharmacies can make an emergency refill?**  
A. You can go to any pharmacy in Oregon to get an emergency refill on your prescription.
- Q. 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.
- Q. How long may a pharmacist fill for?**  
A. The emergency refill may be for no more than a 30-day supply.
- Q. How do I get my prescription refilled if I have lost my current fill or cannot access my current fill due to being evacuated?**  
A. Go to any pharmacy in Oregon, preferably one from the same company as the original fill, and request an emergency 30-day refill.

It is best to go to the same pharmacy that filled the original prescription. If that pharmacy is not able to refill the prescription because they were impacted by the disaster and is part of a chain pharmacy, you can go to another pharmacy of the same chain that is open. If not, you can go to any pharmacy and request an emergency 30-day refill.

You can contact your private insurance company or your Oregon Health Plan insurance company for assistance.

AllCare: 541-471-4106  
Jackson Care Connect: 503-416-4100

- Q. Will there be an expense for an emergency prescription?**  
A. Most likely, yes. A pharmacy will bill insurance as normal, and there may be an associated Co-pay. If you don't have insurance or have other questions, the Oregon Health Authority might be able to help, and discount cards may be available for those who are eligible. E-mail the Oregon Health Authority at: [OHA.pharmacy@state.or.us](mailto:OHA.pharmacy@state.or.us) and include the following information in your email:
- Date of birth
  - Contact phone number
  - Current location for coordination
- Q. May a pharmacist refill for controlled substances in a disaster?**  
A. In some cases. Typically, this requires prior prescriber authorization to the pharmacist.