

Our Patients

WE REMAIN FOCUSED ON YOU—

- Despite the government shutdown, our #1 priority remains the same: to heal our nation's heroes—active-duty and retired—and their families.
- Because we've still not received funding for the fiscal year which began Oct. 1, we've made changes in our pharmacies, as of Oct. 11, to conserve inventory.
- There are no other disruptions in services or hours, although you may continue to experience longer than usual wait times in our clinics due to the loss of non-funded contractors. There might be more impacts if the shutdown continues, and we'll keep you updated.
- Thank you for your understanding during these challenging times.

Q&As

Q: Why is the pharmacy limiting new prescriptions to 30-day supplies?

A: With no appropriated funds, we are conserving inventory to a maximum 30-day supply for new refills.

Q: Will this affect my refills?

A: If you receive a new prescription with only a 30-day supply, you might need to travel to our pharmacy to refill it (the 800-NAV-PHAR refill system might not be able to refill it).

For existing prescriptions, the hospital's pharmacy will continue to dispense 90-day refill supplies when you call 800-NAV-PHAR (due to the complexity of the robotic refill system).

Please contact our local pharmacies (at the numbers below) with any questions.

Q: What if I'm about to run out of a prescription?

A: Contact pharmacy (see below) to see if your medication is available. If it's not, you might be asked to contact your provider, who will work with pharmacy on medically appropriate alternatives. If there are no alternatives, pharmacy will work to have your prescription transferred to a TRICARE network pharmacy.

Hospital: 904-542-7405 (main) or 904-542-2537 (satellite)

Branch Health Clinic Albany: 229-639-7809

Branch Health Clinic Jacksonville: 904-546-7186 (active duty only)

Branch Health Clinic Key West: 305-293-3915

Branch Health Clinic Kings Bay: 912-573-4234/4264

Branch Health Clinic Mayport: 904-270-4205



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Q&As

Q: Why are these changes being made?

A: Due to the government shutdown and the lack of a Fiscal Year 2014 appropriation or continuing resolution.

Q: Is care at risk, as supplies run out?

A: Quality care remains our number one priority. We will turn to the TRICARE network before we would ever compromise our ability to deliver safe, high-quality care to our nation's heroes and families.

Q: Will there be more changes?

A: At this time, there are no changes in any other services. But it is far from business as usual.

