

Patient Queuing System

The Pharmacy has implemented a new patient queuing system called Q-Flow. Below is some information to help you navigate through the process.

- Q-Flow is a virtual line to allow patients to check in at the pharmacy and be seated instead of standing in line.
- All patients needing Pharmacy services must check-in at Q-Flow mobile kiosks to obtain a ticket.
 - **Scan your ID** or press the “**ID does not Scan**” button
 - **Screen One – used for activating/drop off new prescriptions**
 - **Hand Written Prescriptions** – Choose for paper prescriptions
 - **In-house Activation/Electronic Prescription (off-base)** – Choose for clinic providers or off-base providers electronically sending prescriptions
 - **None of the above** – Choose when your prescription has already been activated/dropped off, or you have a question
 - **Screen Two**
 - **Pick up a Prescription** – Choose to pick up prescriptions already activated/dropped off, or called in via automated refill phone line
 - **Active Duty in uniform, pick up a prescription** – Choose when you are in your military uniform to pick up prescriptions already activated/dropped off, or called in via automated refill phone line
 - **Questions** – Choose if you have a question regarding your prescriptions, an emergency situation or anything else that doesn’t fall within the other options
- Once the prescriptions are activated/dropped off at the window, you have 2 options:
 - You may leave and return to the Pharmacy at a later time **OR** you may sit and wait for your ticket number to be called, to pick up your prescriptions
 - If you decide to leave and return later in the day, keep your ticket, as it will save your spot “in line” choose the “**I Already Have A Ticket**” button on the home screen and scan your ticket
 - If you return on another day, choose the “**Pick up a Prescription**” button to obtain a new ticket (Tickets are only valid for same day)
- Your ticket number will be called to a designated window for service

Frequently Asked Questions On Back

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- **Why was this queuing system implemented?**
 - There were concerns with disabled/elderly patients standing in line for long periods of time
 - Having extended lines was a fire hazard
 - Queuing system was the #1 request by patients
- **What are the benefits to the queuing system?**
 - Allows patients to sit versus stand in line
 - Collect accurate data on patient wait times to better utilize resources
 - Provide patient privacy at the windows
 - Streamline internal processes
- **Why do I have to “Activate” my prescriptions?**
 - There are several questions/concerns that the pharmacy staff must ask and verify before processing a prescription
 - 20% of prescriptions are never picked up
- **Why aren’t numbers called in sequence?**
 - There are multiple services that patients need
 - The type of service and the time a patient originally obtained a ticket determine the order sequence
- **After my prescriptions are activated/dropped off, is it better to wait or leave and return later in the day?**
 - It is recommended that you leave and return later in the day
 - Tickets are called based upon the patient with the longest wait time
- **What if I’ve missed my number called?**
 - At anytime, you can re-scan your ticket at the kiosk to place you back in line to be called
- **What if I need multiple services? What option do I choose?**
 - Choose to Activate and the Pharmacy staff will take care of all services needed
- **Do I take a ticket for each family member?**
 - No, only take 1 ticket and tell the pharmacy staff what family members need prescriptions

We appreciate your cooperation and patience during this time as we continue to train, learn and work through challenges.

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