

Prescription Center Frequently Asked Questions

Who can use the Prescription Center Pharmacy?

Anyone is eligible to fill prescriptions at both Prescription Center pharmacy locations. UMass Memorial Medical Center employees receive preferential copay pricing when using our pharmacies.

Inpatients that use our pharmacy will have their prescriptions delivered to the bedside prior to discharge through our program, [UMass Memorial Meds-to-Beds](#).

What types of prescriptions can be filled at the Prescription Center Pharmacy?

The Prescription Center Pharmacy is a full-service pharmacy providing a complete range of medications from routine prescriptions to specialty medications.

How do I start using the Prescription Center Pharmacy?

Starting is easy! Simply ask your provider to send new prescriptions electronically to your preferred Prescription Center location. Providers can also fax new prescriptions or patients can drop off a hard copy at either location. Prescriptions can easily be transferred to either Prescription Center Pharmacy by calling the pharmacy and giving the medication that needs to be transferred and which pharmacy (name and phone number) it needs to be transferred from.

How do I order a refill?

Prescription refills can be ordered by telephone or by logging into [myChart](#)

- Prescription Center Pharmacy – University Campus:
508-421-1900
- Prescription Center Pharmacy – Memorial Campus:
508-421-1990

When will my prescription be ready?

You can log in to [myChart](#) and check the status or call the Prescription Center Pharmacy where you have placed your order.

Who do I speak to if I have a question about my medication?

A pharmacist is always available to answer any questions about your medications – so please ask!

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