



September 3, 2026

Community Announcement

Tséhootsooí Medical Center Pharmacy Advises Patients to Refrain from Utilizing ER for Medication Refill Pickup

FORT DEFIANCE, AZ – We understand that managing medication needs can be challenging, especially when the Pharmacy is closed. However, we kindly ask that you refrain from using the TMC Emergency Room or Fast Track for routine medication refill pickup.

The Emergency Room is reserved for critical, life-threatening situations, ensuring that those in urgent need receive the care they require. Routine refills for chronic or acute conditions are best handled during regular Pharmacy hours.

In some cases, the ER can provide emergency refills for critical, non-controlled medications if there's an immediate health risk. Thank you for your understanding and cooperation.

How to get a prescription refill:

1. Call in your refills at 928-729-8341 or toll-free at 1-877-432-6775
2. Be prepared to provide your chart number and the prescription (Rx) number to our Audiocare line.
3. Audiocare will confirm that your refill is fillable and provide a date when your refill will be available. Refills typically take about 3 days.
4. Pick-up your refill at the Refill Pharmacy (located by the east main entrance of TMC) during the following hours *(Please use the emergency department entrance to access the Main and Refill Pharmacy after 5:00pm Mon-Fri and on Saturdays)*:
 - Monday, Tuesday, Wednesday, Friday: 9am - 6pm
 - Thursday: 10am - 6pm
 - Saturday: 10am - 2pm
 - Sunday & Holidays – CLOSED

Things to keep in mind:

- Please plan ahead in requesting your refills. Monitor the refill status on your prescription bottle label to see how many refills are left before you run low.
- Make Audiocare work for you! There is no separate sign-up; it's a FREE and confidential service. Patients can start using Audiocare and inform the automated service your preference for phone or text notifications. Receive reminders of when your medication is running low so you know when to call and request for a refill.
- Once medications are refilled, patients have 7 days to pick up refills.

For new prescriptions, patients may visit the Main Pharmacy during the same hours listed above. For more information, visit fdihb.org/services/pharmacy. Events and clinics are subject to change. For updates and changes, please look at our Facebook or Instagram pages.

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