



## Welcome to the Walla Walla VA Pharmacy Q-Matic Ticket System FAQs

To improve our service to Veterans, the Walla Walla VA has installed a Q-Matic "ticket" system. This system allows Veterans waiting for a prescription to take a ticket and have a seat in the waiting area until you are called by the pharmacist.

### Which button on the ticket printer should I press?

- If you have just visited with your doctor or you have a new prescription, select the top button, "*New Prescriptions*".
- If you are here to get your existing prescriptions refilled or a VA staff member instructed you to go to the pharmacy to pick up your medications, select the second button, "*R<sub>x</sub> Refills*".
- If you have previously spoken to the pharmacist about your medications and are walking in to pick up a prescription that is ready for pick-up, select the third button, "*Pick-Up Only*".

### How will I know my number is being called?

There are two speakers in the waiting area. Ticket numbers are announced overhead. There are also flashing electric "Now serving" signs in the waiting area showing the numbers currently being served and a TV monitor showing the last few numbers called.

### Why are Veterans that came after me being called before me?

The Q-Matic system has been designed to prioritize acutely ill Veterans with new prescriptions ahead of Veterans needing other pharmacy services.

### What if I have been waiting longer than 30 minutes for my number to be called or there is a problem with the ticket printer?

If you have been waiting longer than 30 minutes for your ticket number to be called or if there is a problem with the ticket printer, please tell a pharmacy staff member.

### What if I miss my turn?

If you were not present when your number was called, the Q-Matic system will automatically recall it several times. If you have been waiting longer than 30 minutes for your number to be recalled, please tell a pharmacy staff member.

### How can I reduce my pharmacy wait time and help acutely ill Veterans?

Whenever possible, please allow pharmacy to mail out your VA prescriptions. Processing prescriptions for mail-out allows pharmacy staff to best assist Veterans who are acutely ill.

## What We Are Doing While You Are Waiting...

1. A Pharmacist Checks Your Prescription, Looking For...
  - Correct patient
  - Age and sex of patient
  - Correct medication
  - No allergy to the selected medication
  - No interacting medications
  - No previous adverse reactions to the selected medication
  - Correct directions
  - Correct length of treatment
  - Reason for use or “indication” on bottle
  - Pick-up or mail selected
  - Correct health care provider name on bottle
  
2. Your Prescription is Filled
  - A label is processed and printed
  - The technician and/or robot select the appropriate medication(s)
  - The correct number of pills are counted
  - Bottles or packages are labeled
  - Extra instruction labels are added
  
3. A Pharmacist Checks Your “Order”
  - A Pharmacist ensures all prescription bottles are for the same patient
  - Each bottle has the correct drug and instructions for use
  - Contents of the bottle are verified to be correct
  - Controlled substances are recounted
  - A Pharmacist electronically verifies the correctness of the prescription
  - Medication information and refill slips are placed in the bag
  - Bag(s) are sealed and turned in to be called out for pick-up
  
4. If You Have a “Controlled Substance Prescription”...

All of the above, **PLUS**...

  - Each pill is checked out of the computer system
  - Prescription bottles are counted for the correct number of pills, then sealed
  - Stock bottles are re-counted and the balance adjusted
  - Every pill or dose is inventoried every 3 days
  - VA administrators verify the narcotic inventory every month.

**Please note: If the pharmacist must contact your provider due to a serious problem with your prescription, a delay may occur until your provider is available for discussion.**