



Iowa Department of Public Health

Guidance for Transferring Pharmacies

The following outlines general processes to switch pharmacies due to relocation from the flooding disaster. Iowa residents that have been displaced to another state may need to change pharmacies.

1. If you do not have prescription numbers from the medication bottle, or if the pharmacy is not a chain store and the pharmacy is not open due to the flooding disaster, you will need to call your prescribing physician to get a new prescription.
2. To switch to a new pharmacy, contact the new pharmacy and provide the following information:
 1. Name of the pharmacy where the medications are currently being filled.
 2. Patient name, address, date of birth, allergies, medication list, insurance, etc.
 3. The prescription numbers on the medication bottle that need to be transferred.
3. The new pharmacy will contact your previous pharmacy and ask to have your records transferred.
4. Your previous pharmacy will provide the new pharmacy with a "copy" of the medication records either through verbal or fax communications. This process will deactivate the records at the original pharmacy.
5. The new pharmacy will build your record and process the prescriptions.

You can contact a pharmacy either in person, over the phone, or in some instances through technology.

Check with your insurance provider to assure that the new pharmacy you choose is a covered by your insurance.

It's not necessary for your previous pharmacy and the new pharmacy to be under the same ownership. For example, if you utilized Hy-Vee in Iowa, they can transfer their records to Walgreens in Nebraska however, the process of transferring your prescriptions is easier if you stay within the same pharmacy ownership.