

GETTING STARTED

- 1.** Request prescription refills through the Pharmacy Refill Line at (254) 288-8911 or (800) 357-3636. Choose “Darnall Hospital ScriptCenter” or “Clear Creek PX ScriptCenter” as your pickup location.
- 2.** At ScriptCenter select “Enroll”. You will need one of your current prescription numbers to complete enrollment. If you don’t have a current prescription number to activate enrollment call the pharmacy during business hours at (254) 288-8000 for Darnall Hospital or Clear Creek PX.
Helpful tip! During Enrollment, you will have the option to create your User ID and PIN. You can also add your fingerprint and/or Military ID to use instead of your User ID. This makes logging in even easier!
- 3.** Review your prescriptions to pickup, sign, and complete your transaction.

SCRIPTCENTER IS LOCATED

Carl R. Darnall Army Medical Center
(front entrance lobby)

**Darnall Hospital
ScriptCenter Hours**

24 hours per day,
7 days a week.

**Clear Creek PX Mall
(in the back hallway)**

**Clear Creek PX
ScriptCenter Hours**

Mon-Fri: 6:30 a.m. -8:00 p.m.
Sat-Sun: 9 a.m. - 8 p.m.

Opening hours vary with Federal Holidays



**PHARMACY CALL CENTER
PHONE NUMBER**

(254) 288-8800



ScriptCenter®
Express Prescription Pickup

DARNALL
ARMY MEDICAL CENTER

FREQUENTLY ASKED QUESTIONS

PICKING UP PRESCRIPTIONS USING SCRIPTCENTER® IS EASY

Who can use ScriptCenter

Active Duty, dependents, retirees, and all eligible DoD ID holders.

Who fills my prescriptions and how do they get in ScriptCenter

Prescriptions are filled by the pharmacy team and loaded into ScriptCenter. You may pick them up at your convenience.

When will my prescriptions be ready in ScriptCenter?

Please allow up to 3 business days from the time you call your prescription in.

What if I forget my “Log In” ID or PIN?

You can recover your User ID or PIN by pressing “Forgot ID” or “Forgot PIN”. If you need further assistance, please contact the pharmacy. Remember, you can add your military ID or Fingerprint to use instead of your User ID to make logging in even easier!

Can I pick up all of my prescriptions from ScriptCenter?

Controlled substances and prescriptions requiring refrigeration must be picked up from a pharmacy.

Is a pharmacist available if I have additional questions?

Yes, reach out to the Pharmacy Call Center at (254) 288-8800 during regular hours to speak with a pharmacist.

How long will my prescriptions be available in ScriptCenter?

Prescriptions not picked up within 10 days will be returned to the pharmacy.

Does ScriptCenter follow patient privacy rules?

Yes, ScriptCenter is fully compliant with HIPAA and DoD patient privacy policies. Your personal and medical information is always safe and secure.

Is there a charge for using ScriptCenter?

No. ScriptCenter is a FREE service.

Save this portion for your records.

Prescription Number:
(need for one time for enrollment)

ID:

PIN:

Controlled medications and medication requiring refrigeration must be picked up from a pharmacy

1. Three ways to “Log In”

1. Fingerprint & PIN
2. Military ID and PIN
3. User ID & PIN



2. Review list of prescriptions to pickup



3. Sign on the screen and pick up your items

