

HOW TO SET UP PRESCRIPTION DELIVERY

1. Go to callenlordepharmacy.org and click refill. If you don't have an account, you will need a prescription number to register.

The screenshot shows the Callen-Lorde website's main navigation bar with 'Home', 'Refills', and 'Transfers' tabs. Below the navigation bar is a 'Quick Refill' form with fields for 'Prescription Number' and 'Date of Birth' (mm/dd/yyyy), and a 'Q Find Refills' button. To the right is a 'Log Into Your Account' form with fields for 'Email Address' and 'Password', and buttons for 'Login', 'Register', and 'Forgot My Password'. Below the login form are links for 'View Profile', 'Change Address', 'Print prescription records', and 'Update billing information'.

2. If your prescription has a refill available, select the prescription(s) and click review order. You will need to add your credit card information on the left-hand side of the screen.

The screenshot shows the 'My Refills' page for user 'Roberta Test'. A red box highlights the 'Card on File' section on the left, which includes a dropdown for 'Refill Prescriptions For' (RAFAEL GARCIA) and a 'View' button. A red arrow points to the 'Review Order' button at the bottom right of the page. The main content area shows a table of refills with columns for 'Refill ID', 'Refill', 'Name', 'Days Supply', 'Next Refill', 'Refills Remaining', and 'Status'. One refill is listed: '2120018 ESTRADIOL 1 MG TABLET 30 04/01/2019 6' with a status of 'Refill Available'.

3. Please leave any special delivery instructions and then submit the order.

The screenshot shows the 'Review Order' page for user 'Roberta Test'. A red box highlights the 'User Comments' field, which has a placeholder text 'Special Instructions...'. A red arrow points to the 'Submit Now' button at the bottom right. The page also shows a 'Card on File' section with a masked card number and a 'Shipping Address' section. A table of refills is visible, showing '2120018 ESTRADIOL 1 MG TABLET 30 Unavailable' with a status of 'Refill Available'.

4. Once you submit your order, our pharmacy will begin processing the refill.

The screenshot shows the 'My Refills' page for user 'Roberta Test'. A red arrow points to the 'Review Order' button at the bottom right. The main content area shows a table of refills with columns for 'Refill ID', 'Refill', 'Name', 'Days Supply', 'Next Refill', 'Refills Remaining', and 'Status'. One refill is listed: '2120018 ESTRADIOL 1 MG TABLET 30 N/A 6' with a status of 'Bring Prescription'.

You can update your personal information (name, phone, email, address) in the My Account tab.

Please reach out to our patient experience team if you have any question or concerns.
(212) 937-4836 or callen-lorde.org/feedback

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