Frequently Asked Questions

Urology Austin Pharmacy

Welcome to the Urology Austin Pharmacy, we look forward to serving your prescription needs. We have prepared the following information to help answer frequently asked questions.

How do I place a prescription order?

The Urology Austin Pharmacy will call you when we receive a new prescription from your physician. If you are expecting a prescription from your physician, but have not received a call, please call the pharmacy at **512-410-3770** or toll-free at **1-855-995-UARX(8279)**.

How do I obtain a refill?

You can call the Urology Austin Pharmacy to request a refill. Request a refill online at www.urologyaustin.com/pharmacy by clicking the red "Request A Refill" button.

How do I access my medication in case of an emergency or disaster?

Call the Urology Austin Pharmacy for assistance in obtaining your medication in time of emergency or disaster. Check our website for emergency notifications and temporary procedures. If you miss a dose, resume your normal schedule unless otherwise directed. If you run out completely, contact the pharmacy or your physician.

How do I check on a prescription status?

You can call the Urology Austin Pharmacy to check the status of your prescription.

How do I obtain information about prescription substitutions?

Call the Urology Austin Pharmacy with any questions regarding prescription substitutions. Generic medications may look different depending on the manufacturer to confirm your medication if you notice a change.

How do I transfer a prescription to another pharmacy?

If you plan on transferring a Urology Austin prescription, give the new pharmacy your first and last name, date of birth, prescription number and our phone number.

How do I obtain medications not available at the Urology Austin Pharmacy?

Our staff will inform you if we do not carry the medication that you need. They will have the prescription sent to the pharmacy of your choice. If the medication is not available due to a manufacturer shortage, we will notify you of an expected availability date.

How do I handle medication recalls?

Urology Austin Pharmacy staff will contact you regarding any medication recalls.

How do I dispose of my unused medications?

You can drop off any expired or unused medications at a public disposal system located in select pharmacies. Visit the following website to find the location nearest you: https://apps2.deadiversion.usdoj.gov/pubdispsearch/spring/main?execution=e1s1

How do I handle adverse reactions?

For life-threatening reactions (trouble breathing, severe rash: Call 911. For minor reactions: Call your physician or the pharmacy After hours: Call the on-call physician at 512-660-6340.

How do I report concerns or errors with my prescription?

Call Urology Austin Pharmacy staff if you feel there has been an error with your prescription, or if you have concerns about the medication.

How can I find out the cost of my prescription?

Urology Austin Pharmacy will provide information regarding the cost of your prescription prior to dispensing. You will be notified of any co-pays, deductibles, or out-of-pocket expenses. Copay assistance options may also be available, and our staff can help determine eligibility. A cost estimate may be requested at any time by contacting the pharmacy

Urology Austin Pharmacy 8701 N Mopac Expy, Suite 375, Austin, TX 78759
Prescription Pickup Times: Monday – Friday | 8:00 AM – 4:30 PM
Phone: 512-410-3770 | Toll-Free: 1-855-995-UARX (8279)
Website: www.urologyaustin.com/pharmacy
After hours call MedLink at 512-660-6340 (provider on-call 24/7, 365 days a year)