How to Communicate with Pharmacy in myWakeHealth

You can now communicate with the Pharmacy via myWakeHealth. To receive notifications, you will first need to set up your communication preferences. If you have already done so, skip to How to Fill Prescriptions with myWakeHealth.

How to Set up Communication Preferences

1. On the main menu, click Menu.

2. Under Account Settings, click on Communication Preferences.

3. You will see the following menu. Click to expand Health.

4. Under Prescription Ready, click the email or text icon to toggle on and off your preference.
5. When you have finished your preferences, please remember to save your changes (use the button on the bottom left corner). See below:
How to Fill Prescriptions with myWakeHealth

1. On the main menu click the Medications Icon.

2. Click Request Refill under the specific medication you wish to refill.

3. To add a comment or question for the pharmacy, click Add comments. To select your pharmacy location, click Pharmacy under Pharmacy Info.
Below is an example of what your screen will look like with a comment added and a pharmacy selected.

4. Click Next when you have completed your message and pharmacy selection. You will get one last opportunity to review your selections then click Submit.
5. Once you click Submit, you will receive a confirmation that your refill request has been submitted.

6. Depending on how you set up your communication preferences, you will receive a text and/or email letting you know when your prescription is ready.
How to Fill Multiple Prescriptions with myWakeHealth

1. On the main menu, click the Medications Icon.

2. To refill multiple medications, check the box on the right side of each medication you wish to refill. Please note: If you select a medication that cannot be refilled for various reasons, the medication will appear gray and you will see a pop-up message (see example).

3. Click next.
4. To add a comment or question for the pharmacy, click Add comments. To select your pharmacy location, click Pharmacy under Pharmacy Info.

5. Click Next.
6. Below is an example of what your screen will look like with a pharmacy selected.
7. Once you click Submit, you will receive a confirmation that your refill request has been submitted.

8. Depending on how you set up your communication preferences, you will receive a text and/or email letting you know when your prescription is ready.