



Huntsville Hospital Pharmacy Patient Portal

FAQ

1. **What services are available with registration on the pharmacy web portal?** The web portal allows patients to refill prescriptions, check the status of refill requests and prescriptions called in from the physician's office, or request a transfer of a prescription.
2. **Can I update my personal information (name, email, home address, etc.) via the web portal?** No. Personal information is imported from your patient account in the pharmacy management system. In order to update your information, please contact a pharmacy staff member at 256-265-3400.
3. **How do I begin managing my prescriptions after I've created a user account?** Add prescriptions to your account by clicking on the *Patients and Prescriptions* link. Click *add prescription* and enter required information to begin creating your profile. Prescriptions can be entered individually by validating the Rx Number and phone number on the patient account. If the option to add an individual prescription is selected, the profile will not update as new prescriptions are added and only the selected prescription will be visible on the profile. Alternatively, you may import your entire prescription profile by selecting *add all prescriptions for this patient*. Two-factor authentication is required and the patient will receive an access code via text. By importing all prescriptions, the portal will update each time a new prescription is created by the pharmacy. For issues receiving an access code, contact the pharmacy via email at hrxstc@hhsys.org.
4. **Can I add prescriptions for my family members to my pharmacy portal account?** A portal user may manage individual prescription refills for a family member provided that they have been authorized by the patient and have been provided the prescription number and phone number on the patient account. Access to manage a full prescription profile is available only for dependents under the age of 14 years old. Once the patient turns 14, all parent access is removed and the patient must create their own account on the portal.
5. **Can I be notified when my prescription is ready for pick up?** The pharmacy offers a communications solution that allows patients to receive real time alerts on their prescription status by phone, text, or email. Contact a pharmacy staff member at 256-265-3400 to enroll.
6. **Is there a mobile option?** The mobile app is currently in development. However, the functionality of the web portal is compatible with mobile devices. To add the page to your home screen, open the browser on your device, visit <https://cyberscript.ais-rx.com/Huntsville/login.aspx>, from the menu options select "add to home screen".

For additional questions or assistance with the web portal, please email hrxstc@hhsys.org.