Pharmacy Questions & Tips

Q: Why do my medications sometimes look different when I pick up a new bottle at the pharmacy?

A: Sometimes a pharmacy has to change manufacturers of a medication. Check the bottle for a sticker that indicates it is a different brand or manufacturer of the same medicine. You can also call the pharmacy (the number should be printed on your prescription bottle or container) to make sure the medication is correct.

Q: I took my medications out of the bottles and now I’m not sure which one is which. What should I do?

A: Many prescription bottles or containers will have a physical description of the tablet or capsule inside. (See sample below.) This can be used to match the description with the name. If this is unavailable, or if you just want to be sure, you can call your pharmacy and describe the shape, color and any markings on the tablet or capsule.

Q: I have trouble swallowing one of my medications. What can I do?

A: About one in three people have problems swallowing medications. This handout with tips and videos, provided by the Pharmacist’s Letter website, offers ways to help make swallowing pills easier. (Also available in Spanish.)

Q: Where can I get rid of my unwanted or old medications?

A: There are many prescription drug take-back locations, often local police stations or sheriffs’ departments. This list, posted on our website, can help you find a prescription drug take-back location near you. Also, the Drug Enforcement Administration (DEA) designated this year’s National Prescription Drug Take-Back Day as April 29. Several temporary locations will be set up for this national event, and the DEA will announce those locations in early April.


Local Pharmacy
123 ANY STREET
TOWNVILLE, ST 12345
Ph: (800) 555-1234

RX# 0012304-1234
JOHN SMITH

TAKE ONE TABLET
BY MOUTH ONCE DAILY

GENERIC DRUG NAME 500MG

QTY: 30
NO REFILLS - DR. AUTHORIZATION REQUIRED

USE BEFORE 10/31/19

Avoid alcoholic beverages. Round White GG