FAQs?

How can I get a new prescription filled?
You may take your prescription to any on-campus or retail pharmacy. Make sure to bring your insurance card and Government Issued ID with you.

My prescription is from a non-CAPS provider, can I get a refill from CAPS?
Please contact the provider who most recently prescribed your medication and ask them for a refill.

What if my provider is at home or at Student Health?
To minimize the risk of errors, it is best for one provider to prescribe your medications. In general, when there is an established care provider, it is recommended to continue medication care with them.

What if I don’t have insurance?
Please let your CAPS provider know, and they will talk with you about low-cost medication options.

What if I need to contact my provider at CAPS?
Please call CAPS and leave a message for them. If your provider is not available that day, the cross-covering provider will call you back. To avoid the possibility of delay in getting you assistance and to protect your privacy, email contacts are not recommended.

Taking Medication
Some general guidelines to help you get the most of your medication experience:

• Take your medication at regular times, as prescribed. Ask your provider before making any changes.

• Alcohol and caffeine’s effects can interact negatively with medication. Please check with your provider to understand what food-medicine interactions to avoid.

• Recreational drugs and herbal supplements can interfere with medication metabolism and it’s best to avoid these while taking medication.

• Please let your CAPS provider know about all medications, substances, and non-prescription pills or remedies you are using.

• If you notice anything unusual that is causing you distress, please contact your provider.

• Many medications shouldn’t be started at full dose, nor should they be stopped abruptly; doing so can precipitate unwanted effects.

• If you are about to run out of your medication, please contact CAPS at least 3 business days in advance to ask for a refill.

• Regular monitoring is important for your safety and to make sure your medication is working correctly. If it’s been a while since your last appointment, your provider may ask you to make an appointment when you call for a refill request.

• If you think there is anything important that has been overlooked, please talk with your provider.

My pharmacy has faxed a prescription but it was not filled. What is the issue?
Many pharmacies have automated computer systems that send requests for medication when it is getting close to time for a refill. Our students travel often, with multiple pharmacies sending requests for the same or outdated medications. To avoid prescribing errors, we ask that students call the CAPS main desk to initiate refill requests.

I’m leaving for summer/semester away, how can I get my medication?
Talk with your CAPS provider. Many times, if you are stable and don’t need medication changes, they can extend your prescription. If you need closer monitoring or will be away longer than 6 months, they will discuss options for planning your care with you.

How can I get a medication follow up if I’m on Medical Leave, taking a Leave of Absence, or after I have graduated?
CAPS psychiatry eligibility is for currently enrolled, full-time Duke students. For those who are on leave or have graduated, it may be important for your medication to be continued until you’re seen by your new provider. If it is clinically appropriate, your CAPS psychiatry provider can provide an extended prescription. However, if it is clinically necessary to monitor or to make a medication adjustment, at most a one-month supply will be provided.
Good to Know

• Ongoing psychiatry and counseling visits are by appointment only. To get started with services, drop into CAPS between the hours of 9am to 5pm Monday-Friday and ask to speak with an Access counselor. They will help you determine which services are best for your needs.

• CAPS Psychiatry provides time-limited care for students who experience acute difficulties and need to work on symptom stabilization.

• At this time CAPS psychiatry services does not provide sub-specialized care needed for some concerns (ADD/ADHD, primary or dual substance use disorders, or primary eating disorders). However, a strong network of community providers is available via the CAPS Referral Coordinator.

• Students who are seen by an off-campus therapist, or who wish to seek longer-term care are advised to seek psychiatric referrals locally. If clinically necessary, bridge care services may be available through CAPS. Assistance with local referrals is available via the CAPS referral coordinator.

In case of an emergency in which your or another’s immediate safety is at risk, please call Duke Police at 919-684-2444. If calling off campus, dial 911.

If you have an urgent concern about yourself or another student after 5:00pm weekdays, weekends, and holidays:

• Call the Dean on Call at 919-970-4169; or
• Call HealthLink at 984-974-6303 and let the staff member know you were referred by Duke CAPS.

Contact us If you have any questions:

Phone: 919-660-1000
Hours: M, W, Th, F 8:00am-5:00pm
        T 8:00am-7:00pm
Website: studentaffairs.duke.edu/caps
Address: 305 Towerview Road, 3rd floor
        PO Box 90955
        Durham, NC 27708

Excellence in individualized psychiatric care for all Duke students by partnering evidence-based practices that are affirming & supportive of marginalized communities.