# Caremark.com – Drug Information Center – Drug Search and Identify Pills

[Drug Information Center](#_Toc168908909)

[Related Documents](#_Toc168908910)

**Description:** Information on how members can identify a tablet (form of medication) from the manufacturer’s markings by using the website.

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| Drug Information Center |

**Note:**  Screen capture may not match actual scenario for this process. Some clients may not enlist in specific web features. This work instruction/job aid is intended as a guide only.

Instruct the member with these steps to identify their medication:

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| **Step** | **Action** | |
| **1** | Access [www.caremark.com](http://www.caremark.com) sign on. | |
| **2** | Hover over the **Health Resources** tab and select **Drug Information Center**.    **Result:** **Caremark Drug Information Center** is displayed.   * Drug Search * Pill Identifier | |
| **3** | **Drug Search** allows members to search by drug name, National Drug Code (NDC) number or condition.    Use reference table below: | |
| **If Searching by:** | **Then…** |
| **Drug Name** | Enter the drug name, select the desired strength, and click the **Search** button.    **Result: Brand Name(s) and Generic Name is provided**  Links are provided to quickly access specific information about the drug:   * Disclaimer * Warnings * Uses * Other Uses * How to Use * Side Effects * Precautions * Drug Interactions * Overdose * Notes * Missed Dose * Storage           **Disclaimer listed at the bottom of the search results page:** |
| **NDC Number** | Enter the NDC number and click the **Search** button.    **Result: Brand Name(s) and Generic Name is provided**  Links are provided to quickly access specific information about the drug:   * Disclaimer * Warnings * Uses * Other Uses * How to Use * Side Effects * Precautions * Drug Interactions * Overdose * Notes * Missed Dose * Storage           **Disclaimer listed at the bottom of the search results page:** |
| **Condition** | Enter at least the first 3 letters of the condition, select the desired condition from the options available, and click the **Search** button.    **Result: List of drugs is displayed.**   * **Select the desired drug in the list to view details about the drug.**     **Disclaimer listed at the bottom of the search results page:** |
| **4** | **Pill Identifier** allows members to search tablets or capsules by form, color, shape, or imprint.   * Select **Identify a pill.** | |
| **5** | Search for **FDA approved drugs, which don’t include vitamins and supplements. At least one field is required.**   * Select **Capsule** or **Tablet** * Select **Shape** * Select **color(s)** * **Imprint**   + Enter at least 2 letters or numbers. * Click **Search**     At least one field must be selected. To have a better chance of returning the correct pill, the member should enter as much information as they have.    **Result: Search results will list drugs based on the search criteria selected.**   * Link is available to **Explore drug info.** * Option to **Edit search** or start a **New Search**. * **Note:**  Not all tablet or pill images are available to display.     **Disclaimer listed at the bottom of the search results page:**    If a member has clinical questions regarding the information presented on the website, warm transfer the member to Clinical. Refer to[When to Transfer Calls to Clinical Care](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=ff2706a9-6f42-4ccd-87e1-59cb2ce103a8). | |

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| Related Documents |

**Parent SOP:** [CALL 0045 Customer Care Web Support Email Response and Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0045)

[CALL 0011 Authenticating Caller](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0011)

**Abbreviations/Definitions:** [Customer Care Abbreviations, Definitions, and Terms](file:///C:\Downloads\CMS-2-017428)

**Index:** [Caremark.com - Work Instruction/Job Aid Index](file:///C:\Users\Ur17ihl\Downloads\CMS-PRD1-105672)

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