

<b>POLICY AND PROCEDURE</b>	
Subject: <b>Prescription Renewal Policy</b>	Category: Clinical
Date Approved: Feb 8, 2022	Date Revised: Oct 22, 2022
Author: Clinic Manager	Reviewing Body: MHC Physicians
Specific to: All Staff & Patients	Next Review Date: Oct 22, 2022

### **DATE(S) REVISED/REVIEWED SUMMARY**

<b>Version</b>	<b>Date</b>	<b>Comments/Changes</b>
1.0	Feb 8, 2022	Initial Policy
2.0	Oct 22, 2022	Reformatted

### **PURPOSE**

The purpose of this policy is to set out guidelines and procedures for patient prescription renewals at the Mapleton Health Centre.

### **SCOPE**

This policy applies to all employees, physicians, visitors, patients, volunteers, learners/students, and affiliates of the Mapleton Health Centre. Learners completing placements at the Mapleton Health Centre will follow the policies and procedures set out by their discipline's governing body or alternatively by their affiliated academic institution as well as the Mapleton Health Centre.

### **POLICY**

In the interest of client safety and in accordance with Canadian Medical Protective Association, The College of Physicians and Surgeons of Ontario, the College of Nurses of Ontario, and the Ontario College of Pharmacists, when possible; prescriptions are renewed at scheduled appointments with the client's primary care provider or designate.

### **PROCEDURE**

All Mapleton Health Centre employees will continue to encourage clients to bring all prescriptions to all scheduled appointments for medication review or renewal.

When the primary care providers receive a request to refill a prescription that has run out, they must consider whether the drug is still appropriate and whether the patient's condition is stable enough to warrant the prescription refill without further assessment it is recommended that the primary care providers also consider whether requests for prescription refills received earlier or later than expect may indicate poor adherence, possibly leading to inadequate therapy or adverse events.

1. If a client walks or telephones in for a prescription renewal the following steps will be followed:
  - a. If the client has an upcoming appointment before the prescription runs out, the prescription renewal will be done at the scheduled appointment
  - b. If the client does not have a scheduled appointment booked with a primary care provider, the client is asked to call his/her pharmacy to have a refill request faxed to the primary care provider
2. For prescription renewals received via fax, the following steps will be followed:
  - a. A copy of the renewal request will be scanned into the patient's chart and sent electronically through the EMR to the provider by a member of the administration team. If the provider deems the request appropriate, the completed prescription will be e-faxed by the provider to the appropriate pharmacy.
  - b. Faxed prescription renewals will be completed within five (5) business days whenever possible.
3. For prescriptions received via fax when a primary care provider is on an extended leave of more than three (3) business days, the following steps will be followed:
  - a. Primary care providers will indicate to the Mapleton Health Centre office staff whether they will be available to check prescription renewal requests during their time off. If they will not be available to do this, then they will designate a covering primary care provider and make this information known to the Mapleton Health Centre office staff.
  - b. If the primary care provider is available to check prescription renewal requests while they are away from the office the usual procedure will be followed (see step 2 above).
  - c. Renewals that cannot be done by the community pharmacist will be completed by the covering primary care provider.
  - d. If the covering primary care provider does not feel comfortable renewing medications without an appointment, the client will be advised to book an appointment with the covering primary care provider.

## **POLICY REVIEW**

This policy will be reviewed on a biannual (every 2 years) basis to ensure its policy statements and reporting procedures remain clear, relevant, and practical for the organization. The policy will be amended as considered necessary.

## **APPENDIX**

### **A Patient's Guide to Medication Refills Policy & Procedure**

## **A Patient's Guide to Medication Refills Policy & Procedures**

The following clarifies the policy and procedures necessary to refill a patient's medication(s) according to the standard operating procedure for Mapleton Health Centre. We have compiled a list of procedures for how our office will handle refilling medications.

**Contact Pharmacy:** Patients should contact their pharmacy first when needing a non-controlled medication refill. Pharmacies will either refill a patient's medication on the spot or they will fax a generated refill request form to the Mapleton Health Centre. On average, the request will be reviewed and returned within 5 business days upon receipt from the pharmacy.

**Know Your Medications:** Before any regular scheduled appointments, patients should check medications and note which need to be refilled. It is the responsibility of the patient to ask for refills during the appointment.

**Refill Requests Planning:** Patients are responsible for submitting their request for refills and/or scheduling regular office visits at least two (2) weeks prior to running out of their medication. Fulfilling refill requests can take up to 5 business days to process to please plan ahead.

**Scheduling:** Mapleton Health Centre regularly scheduled office visits with their prescribing physician. The interval will vary based on the medication prescribed; however, the average interval is three (3) months. If a patient has not been seen in greater than six (6) months, refill requests may be denied by our physicians and an appointment will be necessary before consideration of a refill.

**Appointments:** We encourage patients to have their medications refilled at the time of their appointments.

**New Patients:** All new patients must have an office visit before any prescription medication is prescribed.

Mapleton Health Centre provides multiple ways for patients to request the medication refills they need. These include the following:

1. Calling your pharmacy first when ordering refills. They will send a refill request to our office.
2. Ask for refills during your regular office visits with a provider.
3. Call our office and speak to one of our support staff members.