



MEDICATION REFILL POLICY



CALL YOUR PHARMACY TO REFILL YOUR PRESCRIPTION; THEY WILL ELECTRONICALLY SUBMIT THE REQUEST TO YOUR PROVIDER.

- It is **your responsibility** to notify the office in a timely manner when refills are necessary.
- Approval of your regular refill may take up to three business days so please be courteous & do not wait to call.
- If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.
- Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.
- Medication refills will only be addressed during regular office hours (Monday-Thursday 9am-4pm; Friday 9am-1pm)
- No prescriptions will be refilled on Saturday, Sunday, or Holidays
- Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates.
- It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no-shows or cancellations will result in a denial of refills. All prescriptions require a follow-up appointment every 3 to 6 months depending on the type of medication requested.
- If you have any questions regarding medications, please discuss these during your appointment. If you feel your medication needs to be adjusted or changed, please make an appointment.
- New symptoms, events or changes in dosage require an appointment. Your provider will not diagnose or treat over the phone. This includes new prescriptions or antibiotics.
- Pain medications & other prescription medications may require an office visit for all refills and cannot be refilled via phone.
- No Early refills will be given on Controlled Medications.
- Patient is responsible for maintaining refills, lost or stolen medications will not be refilled early.
- Prescription refills require close monitoring by your provider to ensure its safety and effectiveness. Your provider will prescribe the appropriate number of prescription refills to last until your next scheduled appointment. Generally, when you are down to zero refills, it is time to schedule a follow up appointment.

