**Blankenship Family Medicine**

**J.D. Blankenship, D.O.**

**Frequently Asked Pharmacy Questions / Problems with Prescriptions**

**Due to the high increase of requested pharmacy assistance phone calls, there will be a**

**$20.00 service charge (payable in advance)**

**for us to contact your pharmacy regarding a pharmacy issue to resolve the problem.**

Most prescription issues need to be handled by your pharmacy. The best course of action is to review the common issues below and to contact your pharmacy directly to discuss how to resolve your pharmacy issue.

***Issue:* My prescriptions are not at my pharmacy:**

***Possible Solutions:***

* Please call your pharmacy and ask them if they have your prescription(s).
* Did you change your preferred pharmacy recently? If so, have you advised our staff?
* Did you miss or reschedule your last appointment? If so, please make an appointment.
* Are you getting this medication from Dr. Blankenship, or possibly another doctor?

**Issue: My prescriptions are not at my mail order pharmacy:**

***Possible Solutions:***

* Please call your mail order pharmacy and ask them if they have your prescription(s).
* After you have called your mail order pharmacy, call us and we will resend your prescriptions electronically.

***Issue:* My pharmacy says I am out of refills:**

***Possible Solutions:***

* Ask your pharmacy if there is a new script that is currently on hold. With each prescription comes a certain prescription number and a certain number of refills. When the refills run out, a new prescription replaces it with a new prescription number. For example, If you have one refill left on prescription 123456, when that last refill is filled, the pharmacy will have a new script “on hold” for you. When the new script is filled it will have a new prescription number, even though it is the same medication.
* If the pharmacy says they do not have any refills on hold, call us.

***Issue:* My pharmacy says my script is on hold:**

***Possible Solutions:***

* Simply ask to speak with the pharmacist and request that they fill it. The pharmacy puts prescriptions on hold until your current prescription runs out of refills.
* Your current prescription might not be out of refills yet. The pharmacy will not fill another prescription for the same medication until your current prescription refills run out.
* It might be an insurance issue. If your last refill was only a partial refill, i.e., the script is for 90 days, you’re expecting 90 pills, but they only gave you 30 pills; that might be your insurance. Some insurances will only allow a certain number of pills within a certain amount of time. Your pharmacy will be able to explain that to you and instruct you accordingly.

***Issue:* I am out of refills:**

***Solution:***

* Call our office and make an appointment. We will only refill medication during an appointment. Please contact us at least 2 weeks before you run out of your medication.

***Issue:* Controlled Substance Refill**

***Solution:***

* We do not call in, or electronically send in controlled substances outside an appointment. Controlled substances often require a paper prescription that you physically bring to your pharmacy. Patients taking controlled substances regularly are usually required to have an appointment every 3 months. Please contact us at least 2 weeks before you run out of your medication.