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Port Huron Internal Medicine Associates, P.C.

Patient Medication Refill Policy

To provide you with the highest quality of care and ensure your safety, Port Huron Internal Medicine Associates (PHIM) has established the following guidelines for medication refills. Please review these protocols as they are a condition of receiving care at our practice.

1. Plan Ahead

- **48-Hour Notice:** Please allow **48 business hours** for refill requests to be processed. We recommend calling your pharmacy or checking your supply at least one week before you run out.
- **Pharmacy First:** For routine refills, please contact your pharmacy directly. They will send an electronic request to our office, which is the fastest way to process your request.

2. Routine Maintenance Medications

- **Follow-Up Appointments:** To ensure your medications are working effectively and safely, you must maintain regular follow-up appointments.
 - Most chronic conditions (Blood Pressure, Cholesterol, Diabetes, etc.) require an office visit every **6 months**.
 - If you **have not been seen within** the required timeframe, we may only provide a small "bridge" supply of medication to last until your next scheduled appointment.
- **Laboratory Testing:** If your provider requires lab work to monitor your medication, these labs **must be completed 3–5 days prior** to your appointment so that results are available for review during your visit.

3. Controlled Substances

- **Strict Monitoring:** Medications such as pain management drugs, stimulants (e.g., Adderall), or certain anti-anxiety medications (e.g., Xanax) are strictly monitored.
- **3-Month Rule:** Patients receiving controlled substances **must be seen every 3 months**. No exceptions will be made.
- **No Same-Day Refills:** Refills for controlled substances will not be processed on a "walk-in" or same-day basis. You must have a scheduled appointment.

- **Business Hours Only:** These prescriptions are only processed during regular office hours. They will not be filled on evenings, weekends, or holidays.

4. Missed Appointments & Extensions

- **One-Time Extensions:** If you must reschedule a required follow-up visit, we may grant a one-time emergency extension for your medication.
- **No-Show Consequence:** If a follow-up appointment is missed (No-Show), no further refills will be issued until you are seen by your provider. Please refer to our Cancellation Policy regarding fees for missed appointments.

5. As-Needed (PRN) Medications

- Medications such as muscle relaxers, steroids, or acute cough medicines require a clinical re-evaluation if they have not been addressed in the last **6 months**. Your provider needs to ensure these treatments remain appropriate for your symptoms.

Note: Our providers reserve the right to deny a refill request if they feel an office visit is clinically necessary for your safety.

Patient Acknowledgment

I, the undersigned, acknowledge that I have received, read, and understand the Port Huron Internal Medicine Associates, P.C. Medication Refill Policy.

- I understand that I am responsible for monitoring my medication supplies and providing at least **48 business hours** for refill requests.
- I understand that regular follow-up appointments and laboratory tests are a clinical requirement for continued prescriptions.
- I understand that controlled substances have additional strict requirements, including **3-month** face-to-face visits.
- I acknowledge that failure to keep scheduled appointments may result in the denial of medication refills.

Patient Signature: _____ **Date:** _____