

## Prescriber-Specific Policies

### Phone Calls

- Please allow 48-hours to return phone calls.
- NO phone calls will be returned for refill requests.
- If you are having problems with a specific medication, call for an appointment. Do not leave a message.
- Be respectful when leaving a message.
- Any message that is not respectful, or is rude, will not be returned.

### Refills

- **All refill requests must be made through your pharmacy and sent directly to the prescriber.**
- **Do not leave a message at Turning Leaf about refills. The phone call will not be returned.**
- Please allow 48-72 hours for refill requests to be processed.
- Plan ahead for requesting refills. Don't wait until you're out of medication.

### Controlled-Substance Medications (certain anxiety, ADHD, and sleep medications)

- No early refills will be given on any controlled-substance.
- If a prescription or pill bottle is lost or stolen, it will not be replaced.
- Random UA's may be required. Prescriptions will not be given until UA request is completed and results are received.
- If you are using illicit substances, you will not be prescribed a controlled-substance and/or they will be discontinued.
- Misuse or abuse of controlled-substance prescription is grounds for discontinuing of medication.

I, \_\_\_\_\_, have been given a copy of the Prescriber-Specific Policies. I read through the policies and understand them. By signing this document, I agree to follow the policies as written.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date