



MEDICATION REFILL POLICY

WHEN REQUESTING A REFILL OF A MEDICATION, PLEASE ALLOW 48-72 HOURS FOR PROCESSING.

- ❖ Call the Pharmacy where your prescription was last filled to insure that you do not already have refills available.
- ❖ If refills are not available, please request the Pharmacy to fax a refill request to our office. This fax will contain important information needed to complete the request in a timely manner.
 - If your medication is a controlled substance and must be hand carried to the pharmacy, the pharmacist will request you call us directly.
 - Please remember it may take **48-72 hours** to complete the request.
- ❖ Many Insurance companies are mandating patients use mail order pharmacies.
 - If your insurance requires you to use a certain pharmacy, please contact that company to find out what forms they require from you.
 - Please get their Fax # and Electronic Prescribe ID#.
 - We will issue prescriptions to you and you must mail them to the specified pharmacy.
 - If you have contacted the mail order pharmacy and you have the required forms **completed**, we can fax the prescriptions from our office.
- ❖ Please remember that we need 48-72 (business) hours to process refill requests. Do not wait until you are completely out of medication or you will likely do without until the refill can be processed.
- ❖ Keep in mind that mail order takes longer to process – please request refills from them three (3) weeks in advance.

Patient Signature

Date