

## **Medication refill Policy**

1. Request for medication refills of medications may take 24-72 hours for a response to the request.

### **Plan Ahead:**

2. You should contact us three (3) days before your medication is due to run out. If you use mail order company, please contact us fourteen (14) days before your medication is due to run out. Message should be left for the nurses.
3. It may take 1-3 business days to refill your prescription. We must review your medical records, check for expiration dates, verify the number of refills and ensure refill eligibility. Once the necessary information has been researched, it is presented to the doctor for final authorization. Certain medications require laboratory testing before they can be refilled
4. Refill requests may also be made through your pharmacy. The pharmacy will forward the necessary information to our office to begin the research process.
5. We utilize strict controls for medications containing opioids. Some opioids cannot be called into the pharmacy for refills. The patient must be seen in the office for those non-refillable pain medications to be refilled. Patient's taking opioid medications cannot have the medication refilled until the current prescription is fully expired. Patient's taking these medications must be seen by the physician at least every 90 days.
6. Refills on medication can only be authorized on medications prescribed by physicians in our office. We will not refill medications prescribed by other physicians.
7. If a patient has not been evaluated in six (6) or more months, a follow up visit will be needed to verify medication needs.