

## **Refill Requests:**

As per our patient agreement, we schedule all follow-ups prior to the date you will run out of medication. If you need to reschedule an appointment, it is your responsibility to request a medication refill at that time if one will be needed.

**NO REFILLS WILL BE PROVIDED WITHOUT A SCHEDULED SUBSEQUENT FOLLOW-UP APPOINTMENT ACCORDING TO OUR PROGRAM POLICY.**

Any refill requests made outside of your scheduled appointment for whatever reason will require either a telemedicine or office visit.

- **If you have concerns regarding the medication, please call or message us through the patient portal ASAP and we will move your next medication management visit up to our next availability.**

Please leave us a detailed message with the following information if any prescription was not received by your pharmacy or if there is a discrepancy with the prescription you received:

- Patient's full name as it appears on their insurance card
- Patient's date of birth
- Callback number/email address
- Pharmacy name and address
- Name of medication, dosage, dosing instructions, and formulation of the medication (tablet, capsule, chewable, liquid, patch)

**\*\*MAKE SURE TO CAREFULLY CHECK THE MEDICATION INFORMATION ONCE THE PRESCRIPTION IS HANDED TO YOU AT THE PHARMACY. CONTACT US WITH ANY DISCREPANCIES AND DO NOT LEAVE THE PHARMACY WITH THE PRESCRIPTION IF YOU ARE NOT POSITIVE IT IS CORRECT\*\***

- **If you leave the pharmacy with a prescription that is not correct, a prior authorization may be required from your insurance plan in order for the prescription to be re-administered which could take up to 2 business days to process.**
- **In this event you may ask the pharmacist for a bridge prescription until you hear from us, as long as the medication is not new to the patient.**

## **CONTROLLED MEDICATION INFORMATION**

**Recent changes to state regulations regarding controlled medications now allow for ONLY 30 DAYS to be prescribed at a time, unless you are utilizing mail order pharmacies.**

**Controlled medications will be sent electronically to your pharmacy.**

**If regularly scheduled follow-up visits are not kept, no controlled medication refills will be provided under any circumstances.**