

PRESCRIPTION POLICIES:

Faxing:

All local prescriptions, new or refills, are faxed to your pharmacy.

It can take up to 30 minutes for the pharmacy to pull the fax from their machine.

If there is a transmission error our system notifies us immediately so we can correct it without delay. Most of the pharmacies in our area have expressed appreciation for the efficiency of our faxing and are familiar with receiving all of our prescriptions by fax.

If your pharmacy states they do not have your prescription:

- Is it less than 30 minutes since you left our office?
- Ask the pharmacy to check their fax machine. Some check their faxes hourly or only after being asked.
- If they do not have it, then call our office and select option 8.
- If it is after hours, follow the prompts to select the urgent # for your physician.

Refills:

Please contact your pharmacy at least 48 hours prior to needing medication refills.

Contact your pharmacy first, even if you have no refills left. They will fax us a request for your medications and we will confirm the prescription in your record and directly with the pharmacy.

If you are due for a visit, we will call you to get you in ASAP, the same day if necessary.

If necessary and appropriate, we will provide one refill and notify you that an office visit is due prior to further refills.

Please note that typically for chronic medications your prescription was written with enough refills to cover until you were due for a follow-up office visit. Usually your follow-up month is indicated on your prescription.

Keeping appropriate follow-up visits is critical to maintaining quality medical care. Our open access scheduling allows you access to appointments well in advance or same day.

Mail Order Refills:

Contact your mail order company at least 1 week prior to needing medication refills. Usually they will fax us a request and we will confirm the prescription in your record and directly with them. All mail prescriptions are printed for the patient to mail in. We do not fax to mail order companies.

If you are due for a visit, we will call you to get you in ASAP, the same day if necessary.

If necessary and appropriate, we will provide one LOCAL one month refill and notify you that an office visit is due prior to further refills.

Please note that typically for chronic medications your prescription was written with enough refills to cover until you were due for a follow-up office visit. Usually your follow-up month is indicated on your prescription.

Keeping appropriate follow-up visits is critical to maintaining quality medical care. Our open access scheduling allows you access to appointments well in advance or same day.

Prescriptions requiring triplicates:

Commonly ADHD medications and very high potency pain medications.

Call 3-5 days ahead.

The nurse will review appropriate information with you.

You will be notified either that a visit is due or when the prescription is ready.

You can then pick up the prescription at the front desk.

After Hours:

We do not process refill requests after hours or on weekends except in urgent cases.

Lost Medications:

Lost, stolen or misplaced pain medications, sedatives or other controlled substances will not be replaced.

Please use our "Contact Us" link to express any concerns or recommendations regarding policies