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5/14/15

EFFECTIVE IMMEDIATELY – POLICY REGARDING PRESCRIPTION MEDICATIONS AND REFILLS

Dear Patients,

All prescriptions refills that are called in, sent via fax, or requested electronically have a turnaround time of at least 48-72 hours. While we respect and want to be as accommodating as possible, it is important for us to have the time to ensure that you will receive the correct medication/refills, and ensure that any necessary lab testing/monitoring is up to date. We often must verify with pharmacies and/or get authorization for the prescribed medications.

No controlled substances will be filled after hours or electronically. These must be called in during regular business hours and we will process them as quickly as possible. Please DO NOT call our after hour emergency line for these refills: we will not fill them. Again, any request for narcotic analgesics always require an office visit to be considered for refill.

Antibiotic therapy will not be prescribed without an office visit. We want to utilize the correct medication for patients when needed. Treating without a visit is not providing the optimal care we strive for. Please call for an appointment if you feel you need an antibiotic.

Thank you for your continued support and understanding.

Yours in health,

Ballantyne Medical Associates Administration

