

# WHAT IS OUR POLICY ON PRESCRIPTION REFILLS?

**We request that you ask your pharmacy to contact us for routine refill requests.**

## **48 HOUR NOTICE**

We make every attempt to process a request for a routine prescription refill within 2 regular office days. Prescription requests received on Friday may not be processed until Tuesday. Do not wait until you are completely out of medication before calling to request a refill. We process requests in the order that they are received.

A prescription request may be delayed if it requires your physician's approval. Examples of these are: Pain medication, "nerve" medication, antidepressants, antibiotics, cough medication containing codeine, and steroids such as Prednisone. Approval may take 1-2 days, depending on the doctor's office schedule.

If you have not had a routine appointment for a long time, you may be asked to schedule an appointment before any refills will be given. **Absolutely no** refills will be authorized if it has been more than one year since your last office appointment.

## **AUTO REFILL PROGRAM FOR PATIENTS RECEIVING REGULAR PRESCRIPTIONS FOR CONTROLLED DRUGS**

If your provider has enrolled you in our "AUTO" refill program for controlled drugs, you will be contacted when your prescription is ready. It is our intent to have these prescriptions ready for you prior to running out of medication. The new prescription will be dated on the "date due", not on the date the prescription is prepared. You must comply with the terms of your Medication Treatment Agreement in order to continue to receive "Auto Refills".

## **MAIL ORDER PHARMACIES**

We currently can send prescriptions electronically to the following mail-order pharmacies: Brand Direct Health Pharmacy, CVS/Caremark/Mail Order, Express Scripts Mail Electronic, Medco Pharmacy, Prescription Solutions, Primemail (Mail Order) Electronic, and Right Source RX Mail Order Pharmacy.

If your mail order pharmacy is not listed we provide you with a written prescription and it is your responsibility to complete the necessary forms and mail them to the pharmacy. We CANNOT fax prescription to the mail order pharmacies through our computer system.

Requests for refills faxed to our office from a mail order pharmacy will be processed ONLY IF they include all patient identification and drug information. We will not complete blank forms.

## **INSURANCE FORMULARY REQUESTS**

We often get requests from pharmacies (especially mail order pharmacies) to substitute a "formulary" or "preferred" drug that your insurance company has selected.

Requests for changes to a "preferred" drug will be forwarded to the prescribing provider. We will not make any changes without the providers authorization. We will also notify the patient before making a change to a formulary drug.

When a drug the doctor has ordered is not covered by your insurance, the doctor will choose an appropriate substitute from your insurance company's formulary. As our doctors must deal with dozens of formularies, this occurs occasionally, and substitutions can usually be easily made. If your doctor feels that a substitution is not appropriate, our office staff will take steps to try to obtain special authorization for the ordered drug. This may take several days! You may be offered samples if available, or a prescription for a smaller quantity to hold you over till this issue is resolved. Remember, this situation is caused by your insurance carrier, not by our office staff; please be patient. If you do not hear from the office within 3 days, please call and check on the status of your prescription.

## **WHEN ARE THE BEST TIMES TO CALL THE OFFICE WITH ROUTINE REQUESTS?**

Mondays and Fridays are our busiest phone days! Avoid these days if possible.

We have only a "skeleton crew" here on Saturdays.....Call only for urgent requests.

We have reduced staffing during lunch and supper hours: 12:00 p.m. - 1:00 p.m. and 4:30 p.m. - 6:00 p.m.

Phones are busiest early in the morning - sick patients are calling to make appointments!

*The best times to call are:*

Between 10:00 a.m. and 12:00 p.m. Tuesday through Thursday

Between 2:00 p.m. and 4:00 p.m. Tuesday through Thursday

Between 6:00 p.m. and 8:00 p.m. Tuesday through Wednesday

**\*\*GET YOUR PRESCRIPTIONS REFILLED AT THE TIME OF YOUR ROUTINE APPOINTMENT\*\***

