

PERSCRIPTIONS REFILL POLICY AND PROCEDURE

We recommend that you request **ALL** your refills during your office visit. Usually the physicians authorize enough refills to last you till you are due for your next office visit. If you have recently visited our office, you may already have an approved refill. Please contact your pharmacy to verify if you have a refill remaining before requesting one from our office.

The fastest and the most efficient way to request a refill is through our Patient Portal link. If you do not have an account, please call our office and we would be glad to assist you in setting up an account.

Before you request a refill, please go through the following policies:

1. Maintenance medications will only be approved for chronic conditions like Diabetes or hypertension if you have been seen by a physician for that condition within the last three months. Exceptions will only be made if approved by the physicians.
2. Narcotics and other controlled medicines for conditions like ADHD will only be approved during an office visit.
3. Prescriptions for sleep aids will only be called in if you have had an office visit within past three months.
4. Antibiotics for any conditions will need an office visit even if you have had that condition before and have been prescribed an antibiotic.
5. You will need to select a preferred pharmacy either near your work or home. All refills will be sent only to that pharmacy. Prescriptions to any other pharmacy will only be sent in special circumstances.
6. We will be processing the prescription refills twice a day – at **8.00 A.M.** and at **5:30 P.M.** If you need your prescription approved the same day, please request it before 4.30 PM. Any refill requests after 4.30 PM will be approved at 8.00 AM the next day. In case the refill is requested after 4.30 on Friday, it will be approved at 8.00 AM on the next business day (Monday, or Tuesday if Monday is a public holiday)

How to Request a Refill:

1. **Refill Request through the Patient Portal Link:**
 - Please log into your account in Patient Portal
 - Please click on Medications Tab
 - Select all the refills that you need and click on request.
 - Refills will be sent to your preferred pharmacy on file.

- If you need to have to refill sent to another pharmacy, please double check the location and branch and select from the list before submitting your request.

2. Refill Request through our office:

- Please call the phone number of the office location you visit.
- Please select the extension for Refills.
- On the voicemail, please state the following information clearly
 - a. Patient's Name
 - b. Patient's Date of Birth
 - c. Daytime phone number where we may reach you if we have questions
 - d. Medication name, strength (how many mgs), and how frequently you take the medicine.
 - e. Pharmacy name and phone number.