



MEDICATION REFILL POLICY

To provide safe and consistent medication management, please follow the refill process below. A refill request is a request for clinical review and does not guarantee that a prescription will be issued.

REFILL RULES

1. Refill requests are reviewed during regular clinic business hours. Routine refills are not processed after hours, on weekends, or on office holidays.
2. Please allow at least 2 business days (approximately 48 hours) for routine refill requests. Some requests, prior authorizations, pharmacy shortages, and controlled-substance prescriptions may require additional time.
3. Requests may require a follow-up visit before a prescription can be renewed. It is the patient's responsibility to keep recommended follow-up appointments and request appointments before medication runs out.
4. Early refills are not routinely provided. Medications that are lost, stolen, destroyed, taken differently than prescribed, or used sooner than directed may not be replaced.
5. Controlled-substance prescriptions are subject to the practice's controlled-substance policy and any signed medication agreement. Additional monitoring or an in-person visit may be required.
6. Use the pharmacy designated in your medical record unless you have notified the office of a change. Pharmacy transfers and stock issues may delay processing.
7. Do not wait until the last dose to request medication. If you develop urgent or severe symptoms, seek appropriate urgent or emergency medical evaluation; emergency services are not a substitute for routine refill planning.

ACKNOWLEDGMENT

Patient Name: _____ Date of Birth: _____

Patient/Legal Representative Signature

Date

Printed Name