

Policies and Procedures

Medication prescriptions and refills are usually taken care of at your scheduled office visits. We will give you enough refills to last at least until your next appointment. If you are running low on medication that is a signal to call our office and schedule an appointment. We need to see you at least once a year to manage your medication effectively and if you have chronic health problems every 3 or 6 month office visits may be needed.

If for some reason you do need a medication refill between appointments please leave a message on our automated voice mail prompt for prescription refill requests or send a message over the patient portal. We do not accept refill requests from the pharmacy. To avoid medication errors we prefer to communicate directly with you.

Please leave the following information:

- Your name (with spelling) and date of birth
- Your daytime phone number in case of questions
- Your doctor's name
- Your pharmacy name, location and phone number
- Name of the requested medication, strength, how many times a day, 30 or 90 day supply

Please allow two business days for your prescription to be authorized. Please check with your pharmacy to see if your refill has been authorized.

For safety and legal reasons we cannot prescribe controlled substances (such as pain medications, sleep aids, ADD medication etc.) without seeing you in the office. Lost prescriptions for controlled medications cannot be replaced.

If you are ill and feel that you need an antibiotic please call the office to schedule an appointment. If it is after hours please contact the Same Day Center for an appointment.