



Policy for Refilling Prescriptions and Supplements

1. It is the responsibility of the patient to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to three business days so please be courteous and do not wait until last minute to call. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.
2. Medication refills will only be addressed during regular office hours (Monday-Saturday 8am-4pm). The medical staff will not return any phone calls after hours regarding refills. Please notify your provider on the next business day if you find yourself out of medication after hours. No prescriptions will be refilled on Sunday or Holidays.
3. Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.
4. Some medications require prior authorization please be advised there is a \$75.00 charge for prior authorizations. Depending on your insurance this process may involve several steps by both your pharmacy and your provider. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guaranty that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates.
5. Please bring all your prescription and supplement bottles with you to each appointment with the doctor. This is important to make sure that you are taking the correct medications and the correct doses. We will continue to take the time to carefully review your medications and write refills at your office visit. We will also ask you to review the new prescriptions to make sure that they are written correctly.
6. It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations will result in a denial of refills. All prescriptions require a follow up appointment every 3 to 6 months, depending on doctor recommendation.
7. If you have any questions regarding medications please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed please contact us immediately.
8. New symptoms or events require a clinic appointment. Your provider will not diagnose or treat over the phone.
9. We carry most supplements and hormone prescriptions. We can ship them to you if requested.

Signature: _____ Date: _____