

MEDICATION REFILLS

One of the most important ways to keep your medical issues in good control is to make sure that you do not run out of your medications. We would like to make this easy for you.

Please follow these steps to make sure your refills are done correctly and on time:

- The **first step is to contact your pharmacy** and request a refill. If refills are available on your prescription, then the pharmacy can refill it for you without a provider's order. If a provider's authorization is required for the refill, then the pharmacy will contact our office for it to be authorized.
- **Please allow at least 2 business days** (Mon - Fri) for refills to be processed.
- It's best to get prescriptions processed by providers who know you and your medical issues well. **Please do not call our office at night or on the weekend for routine medication refills.**
- **Please notify us if you change pharmacies.**
- We would like to keep an accurate list of all of your medications. To help us do this, **please bring either an updated list of medications or all of your pill bottles when you come for a visit at the office.**

SPECIAL SITUATIONS:

- Most long-term medications can be authorized for 6 refills. If your care is not up to date, then your medication may be filled only for a month, with a reminder to make an appointment with your provider.
- Certain medications (such as pain medication or ADHD medication) can only be filled one month at a time, and prescriptions can not be phoned or faxed to the pharmacy. Please contact our office directly regarding these prescriptions. Your provider will determine whether you need an appointment to be seen for your refills, or whether you can just pick up the prescription.
- Medicines that are prescribed by a specialist should be refilled by that specialist, unless we make arrangements for that medicine to be prescribed by your PVHS provider.