

### Medication Refill Policy

Altheda Medical Center sends prescriptions electronically to your local or mail-order pharmacy. To ensure fast and efficient service, we've set the following guidelines due to the high volume of requests:

1. It is the patient's responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to **three (3) business days**, so do not wait to call. If you use a mail order pharmacy, please contact us **fourteen (14) days before your medication is due** to run out. Control drugs are not able to be faxed to pharmacies. It can be sent electronically or on written hard copy only. These drugs can only be given **30 days supply**.
2. Medication refills will only be addressed during regular office hours (**Monday – Friday 8:00am – 5:00pm**). Please notify your provider on the next business day if you find yourself out of medication after hours. No prescriptions will be refilled on Saturday, Sunday or Holidays.
3. Prescription refills require close monitoring by your provider to ensure its safety and effectiveness. Your provider will prescribe the appropriate number of prescription refills to last until your **next scheduled appointment**.
  - a. When you are down to nearly zero medications, it is time to schedule a follow up appointment. We prefer you request any refills of your medications at the beginning of your office visit.
4. **Patients requesting new prescriptions or antibiotics must be seen for an appointment.** They are not prescribed over the phone because it generally requires an office visit.
5. Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.
6. Some medications require prior authorization. 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 guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates.
7. It is important to keep your scheduled appointment to ensure that you receive timely refills.
8. Repeated no shows or cancellations will result in a denial of refills.
9. If you have any questions regarding medications, please discuss these during your appointment.
10. If for any reason you feel your medication needs to be adjusted or changed, please contact us immediately.
11. We reserve the right to charge an administrative fee for if there are multiple requests for prescriptions requested outside of a visit.