

## Prescription Refill Policy:

Our office receives a large volume of calls and faxes daily for prescription refill requests. There are several ways for patients to efficiently make these requests.

Initially, patients may contact their pharmacy to request a refill. If there are refills remaining, a pharmacist will generally refill the patient's prescription; or the pharmacists will submit a refill request to our office via fax or phone.

A patient may access the patient portal to submit a prescription refill request.

To submit a prescription refill request via the patient portal:

1. Under the My Health page, select Medications from the menu on the left
2. Choose Refill Request
3. In the modal that appears, you can see ordered prescriptions organized by provider. The provider you saw most recently will be listed first. Select the prescription that needs to be refilled and choose Next
4. A message will be sent to our phone nurse

Please allow 48-72 hours to process any prescription request. Medications that require a pre-authorization will take additional time to process. Please plan for traveling and holidays in advance.

As a patient, you can be active in assisting our office in the management of prescriptions by: maintaining current pharmacy information, checking medication refills prior to appointments, keeping regularly scheduled follow-up appointments and having all labs you may need prior to getting a prescription up to date.

These measures will help to minimize delays when requesting refills.