



MEDICATION REFILLS IMPORTANT INFORMATION

- Medication refills require a follow up appointment. You must be on the schedule to obtain a refill.
- Routine appointments are once a month or every 3 months.
- If you are running low on your medications, **contact your pharmacy first.** You might have a refill on file with them. Speak with a pharmacy staff member and do **NOT** rely on pharmacy apps for updates.
- Do **NOT** wait until you are out of your medication to request a temporary refill from us. If you happen to run out, we might be able to provide you with a small **14 day** supply of medications to bridge you to your next appointment.
- If you need a temporary refill, these will be processed within **72 hours** of your request, during normal business hours (Monday-Friday, 9am-5pm)
- ***New Medications and medication changes*** must be discussed separately with your provider during your appointment.
- Some insurance companies require prior authorization for medications. This depends on your insurance benefits. Our office takes every step to process these requests as quickly as possible however, prior authorizations may take up to 7 days or longer to complete.