

## VILLAGE INTERNAL MEDICINE

### PRESCRIPTION REFILL POLICY

The easiest way to ensure that you never run out of your medications, is to bring a complete list of your medications at the time of your office visit, in order to go over that list with your physician, informing them of any refills needed at that time.

Prescription refill requests will be processed during normal business hours only. (Normal business hours are 8:30 a.m. - 4:30 p.m., Monday through Thursday, and 8:30 a.m. – 12:00 noon, Friday. Due to the extremely high volume of refills, we ask that you will allow us 24 – 48 hours to finalize this process.

At the time of your last medication refill, please carefully check your supply, and determine if you have enough on hand to last until your next scheduled office visit. It is your responsibility to call for a refill before you are completely out of the medication.

Prescriptions for narcotics MUST be hand-written, and cannot be called in. You must contact our office to request the refill, which may be picked up at the front desk during our regular office hours. Call the Voice Mail of your Physician's Medical Assistant, and leave a message with the following information: (1) your name, (2) your telephone number(s), in the event that we have questions, (3) the name of the medication, and the dosage information and instructions. This will normally take 24 – 48 hours. When picking up any written prescriptions, please be prepared to show a photo I.D.

If your prescriptions are filled at a local pharmacy, please request that they fax a refill request to our office, at (910) 484-8030. This will be processed and faxed back to the pharmacy within 24 hours, unless received on a Friday, or over the weekend.

If a prior authorization is required from your insurance company drug plan, you are asked to contact them (telephone contact information is located on your health insurance card and/or on your prescription card). Request that they fax an authorization request form to: (910) 484-8030. This form will be completed, signed by the physician and faxed back to them for processing. (Please note: we do not have the available staff for making these calls, as there can be a long wait time; therefore, office policy dictates that the patient must make the necessary calls.) If you have a mail-in prescription refill service, see the separate form - with instructions - for calling your prescription mail service. Again, please ensure that you have an adequate supply of your medication, as it can sometimes take several days before the authorization goes through and your medication is refilled.

Please call your pharmacy to inquire about your prescriptions BEFORE calling our office.

We appreciate your cooperation and assistance in this area. If you have questions, or require clarification of the above, please do not hesitate in asking any of the Medical Assistants.

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Signature of Patient

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Date