

Prescription Refill Protocol

In order to better serve our patients Azalea City Physicians for Women will be adopting this policy effective February 15, 2007. The increasing volume and short-notice has become too great and has affected our ability to properly triage urgent vs. non-urgent telephone calls.

- We will no longer accept fax requests for refills from mail order pharmacies. We will provide you a written prescription which can be picked up during business hours (Monday – Friday 9:00 a.m. 5:00 p.m.). It is your responsibility to mail the prescription to your pharmacy. You will be required to keep track of when your prescription is low so as to ensure you have enough time to receive the medication.
- Refills **on Controlled Substances**. Will only be made during regular office hours (Monday thru Friday 9:00 a.m. – 5:00 p.m.) and must be picked up at the front desk. After notifying the office you are in need of a refill, please allow 24 hours before picking it up. Refills will **NOT** be given after hours, on weekends, or on holidays. If the prescription is lost, misplaced, stolen or if you use the prescription more rapidly than what is directed it will **NOT** be replaced.
- Once you have notified the office you are in need of a refill, please allow 24-48 hours for the prescription to be called into your pharmacy. Please remember it is your responsibility to keep track of dose prescribed and the amount remaining.
- You must be an active patient (seen within 12 months) in order to receive a prescription via telephone.

Should you have any questions regarding this policy or if you need further clarification, please address it with a nurse otherwise please sign below that you have read and understand this policy.

Patient Name

Date