

MEDICATION REFILL POLICY
As off April 21, 2008

The Driggs and Victor Health Clinics

Provide our customers with the following information on medication refills.

WE ARE SORRY FOR ANY INCONVEINIENCE, BUT THERE WILL BE NO EXCEPTIONS!

- 1) Prescription refills require 2 (two) business days to process. Prescription requests are processed from 9:00am to 6:00pm Monday through Friday and will not be processed on the weekends. An appointment is required for refills on Saturday. Please plan ahead!
- 2) If you feel you are not improving since your last office visit or have a problem with the medication prescribed for you, please call the office and leave a message for your provider.
- 3) You must make an appointment to see your provider in order to receive a prescription for antibiotics for a new illness.
- 4) Patients using chronic pain medications must be seen every 3 (three) months at a minimum, or as instructed by their personal health care provider.
- 5) Pain medications (narcotics/controlled substances) and sedatives will not be refilled by phone. You **MUST** make an appointment and plan to pick up your prescription from your health care provider. Note: Being seen does not guarantee you will receive pain medications.
- 6) The following policy refers to refills on medications for ongoing medical problems. (Hypertension, diabetes, asthma, elevated cholesterol, depression, etc..)
 - a) Office visits for an acute illness will not usually count as a regularly scheduled visit to review your ongoing medical problems.
 - b) It is your responsibility to make sure you follow up with your healthcare provider for ongoing medical problems.
 - c) Your provider will instruct you on how often you should return for office visits and provide you with enough medication to last for that time period. The time period between office visits will depend on the stability of your medical problem and medications you are prescribed.
- 7) If you run out of medication for your ongoing medical problems, you may do one of the following:
 - ⇒ Make an appointment for a visit with your health care provider.
 - ⇒ Allow 2 (two) business days for your request to be processed.
 - ⇒ If you cannot wait 2 (two) business days, you can visit the clinic for an appointment, if you do receive a refill from an available provider, only a 1 (one) month supply will be given in order to allow time for you to see your regular health care provider.