

Time for Your Medication Refill?

We strive to refill your prescriptions in a safe and timely manner.

Because our office receives many prescription refill requests every day, we would like to remind you of how you can help ensure the process works smoothly and you do not miss any doses of your medications.

- ✓ **Please call your pharmacy first when you need a prescription refill, not the doctor's office**, even if you think you have no refills remaining. You may be surprised to find that you **do** have active refills remaining on your prescription. If this is not the case, the pharmacy will then contact our office electronically to request a refill authorization using your proper personal and medication data. **This is the smoothest, fastest and most convenient way for you to renew your prescription.**
- ✓ If you use a mail-order pharmacy be sure you request a refill at least 2 weeks
- ✓ before your prescription runs out. Again, **you should first contact your mail order pharmacy directly when you need a refill** and they will then send us a pre-printed fax or electronic message to authorize a refill. Mail-order pharmacies can process their own forms much more quickly and accurately.
- ✓ If you are using a mail-order pharmacy for the first time you will likely need to mail them the first set of paper prescriptions.
- ✓ Some controlled substances cannot be sent electronically and you will need to deliver a paper prescription to your pharmacy.
- ✓ Make sure you are up to date on your office visits. Many medications require periodic physician visits or laboratory monitoring.
- ✓ Although we will do our best to respond to refill requests the same day, **please allow 2 business days** for your refill request to be processed.

Thank you.

Kassay Family Medicine