

MEDICATION REFILL POLICY

ALL MEDICATION REFILL REQUESTS MUST BE MADE PRIOR TO RUNNING OUT OF MEDICATION TO ENSURE AMPLE PROCESSING TIME.

- All requests must be directed to the Medication Coordinator to avoid delay in processing.
- Any requests made directly to your provider by email or phone will not be processed. Providers do not directly handle medication and/or refill related requests.
- The Medication Coordinator needs up to 3 business days (72 business hours) to process prescription refill requests. Requests are processed in the order they are received.
- Patients without a future appointment scheduled at the time of the request will not have their request processed until an appointment is scheduled.

It is your responsibility as a patient to ensure that you are compliant with the following:

- 1) Regularly attending appointments at the interval determined by your provider.
- 2) Keeping track of your medication refill status and knowing if you will run out prior to your next appointment.
- 3) Making refill requests personally via phone or email. APS DOES NOT accept refill requests from pharmacies.
- 4) Cancelling any appointment(s) you cannot make with advanced notice and rescheduling the appointment at the time of cancellation or promptly after.

We are committed to providing you with the best possible care, however if there are any future instances of medication requests which are not made in accordance with our policies, then it will be just cause for termination of the patient's case and closure of their chart with our practice.

We value you as a patient and hope to continue this professional relationship in the future.