



Premiere General Medicine SC

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Prescription Refill and Controlled Substance Policies

General Prescribing and Refill Policies

- Unless otherwise directed by your doctor, maintenance medications such as blood pressure, diabetes, cholesterol and thyroid medications will usually be approved if the patient has had an office visit within the last 3 months.
- If a patient has not been evaluated in 3 or more months, a follow up visit may be needed to verify medication needs.
- Antibiotics will not be called in without a visit. If a patient is sick enough to need antibiotics then they are sick enough to need a doctor's evaluation.
- The patient is responsible for knowing when medications will need to be refilled.
- Certain medications may require laboratory testing before they can be refilled.
- No prescriptions will be refilled when the office is closed, on weekends or on holidays. Refill requests received on Fridays will be completed by the next Tuesday.
- No prescriptions will be refilled by an on-call physician covering for your doctor.
- Refills can only be authorized on medications prescribed by doctors in our office. We will not refill medications prescribed by other doctors.
- Emergencies to the above are the exception, and this is at the sole discretion of the doctor.

How to Request Prescription Refills

- Plan Ahead. Contact your pharmacy or our office 3 to 5 business days before your medication is due to run out.
- Some pharmacies now allow you to call in to an automated system and request refills, and some have the ability to give you an online account. This is the easiest way.
- Another easy way is to call the pharmacy and ask them to send us an e-mail request (called an e-scribe) or a fax.
- Alternatively, call our office phone at **708-603-5980** or e-mail us through the patient portal accessible through our website. If you reach our voice mail please leave a message. For all refill requests please include all of the following information:
 1. Full legal name
 2. Date of birth
 3. Daytime phone number
 4. Medication name, dose, and frequency (example: metoprolol, 25 mg, two times a day)
 5. Pharmacy name
 6. Pharmacy street address
 7. Pharmacy phone number

- Please do not call or text the doctor's cell phone for refills.
- Please do not e-mail the doctor using personal e-mail addresses for refills — e-mail communications may be sent through the patient portal.

Mail Order Prescription Refills

- If you use a mail order company, please contact us 2 to 3 weeks before your medication is due to run out.
- Your doctor will hand you a written prescription at the time of your office visit for you to mail in. Alternatively most mail order prescriptions can be sent in electronically during your office visit. If your doctor determines that you need to start a medication immediately they can send it to a local pharmacy electronically or give you a written prescription to use locally.

Controlled Substances

Because some medications have the potentials for abuse, addiction and dependence Federal and State laws have strict guidelines for prescribing them. These are called Controlled Substances, and additional refill rules and policies are required.

The most restricted are called "Schedule II" and include medications such as Ritalin, Adderall, Concerta, and certain pain medications such as morphine, hydrocodone and oxycontin. These can not be refilled by telephone and can not be e-scribed. These must be on a written prescription and can only be dispensed 30 days at a time with no refills. This means that a new prescription must be given every 30 days (this is not technically a refill, but a new prescription).

Other controlled substances such as some pain medications like tramadol, some anxiety medications like lorazepam and diazepam, and some sleeping pills like zolpidem may be called in by the doctor and may have refills.

- A patient who has been prescribed these medications is required to visit their physician every 3 to 6 months (depending on what your doctor recommends) for monitoring purposes. Between appointments we will be able to refill the prescriptions on a monthly basis.
- NO early refills will be granted if medications are overused, abused, misused, lost or stolen.
- In the case of lost or stolen medications a copy of a police report may be required.
- In the case of long-term use of a Controlled Substance medication we may require that a Controlled Substance Agreement (an agreement about policies between the practice and the patient) be signed by the patient. Violation of this Agreement by the patient may result in the patient being asked to find medical care elsewhere (discharged from the practice). This Agreement will include requirements such as using the same pharmacy every time and not getting the medication from other doctors. Also, consultation with a specialist such as a neurologist, psychiatrist, pain specialist or other specialist may be required.
- For Schedule II medications the patient will need to phone the office to request a refill, allowing at least 2 business days for us to process the request. The patient or an immediate family member designated by the patient must pick up the prescription. We cannot give a controlled substance prescription to any other individual without written permission from the patient. Any individual picking up the prescription on behalf of the patient will be required to show some form of photo ID.

Thank you for your consideration and cooperation.