



## Medication Refill Policy

Dear Patients,

Due to changes in federal and state guidelines, TOC has implemented the following policy effective September, 22, 2014. If you have any questions or concerns, please contact our offices.

### General:

1. Plan ahead- It may take 1-2 business days to refill your prescription. We must review your medical records, check for expiration dates, verify the number of refills and ensure refill eligibility. Once the necessary information has been researched, it is presented to the doctor for final authorization. Certain medications require laboratory testing before they can be refilled
2. Refills on medication can only be authorized on medications prescribed by physicians in our office. We will not refill medications prescribed by other physicians.
3. If a patient has not been evaluated in three (3) or more months, a follow up visit will be needed to verify medication needs. Any new conditions will require an appointment for evaluation before medication is prescribed.
4. Medications will not be phoned in after hours or on the weekends.

### Opioid/ Narcotic Medications:

5. We utilize strict controls for medications containing narcotic/opioids. Narcotic/opioids cannot be called into the pharmacy for refills. Patient's taking these medications cannot have the medication refilled until the current prescription is fully expired. Prescriptions will not be written for more than thirty (30) days
6. If a refill is requested and granted, the patient will need to pick up the original, written prescription from our office and take it to their pharmacy. Patients should pick one pharmacy location to fill any narcotic/opioid prescriptions.
7. If the person picking up the prescription is not the patient, they must have a signed note from the patient stating that it is ok for that individual to pick it up. The patient or designee will need to sign the prescription pick up log and present a valid picture ID, i.e driver's license.
8. Any abuse, altering or forging of a prescription will result in immediate termination from the practice. This is a felony and will be reported to the appropriate authorities.
9. Prescriptions that have been lost, misplaced or stolen will not be refilled.

*\*\*Please note- narcotics/opioids are never kept on the premises.*