

COMPLETE FAMILY CARE MEDICATION REFILL POLICY

AUGUST 2018

Currently, our office receives a large volume of calls daily for medication refill requests outside of an office visit. At Complete Family Care, LLC we strive to provide quality care in the most efficient manner possible. In an effort to more efficiently, and most importantly, safely manage refill requests, it is necessary for our clinic to implement a new medication refill policy. We understand that this is a change for both you and us. We hope to work together to ensure safe and high quality medical care by keeping you informed of the policy change. Please review the following steps that you can take to ensure an easy transition of the implementation of this new medication refill policy.

1. Before you call to schedule a Medication Refill appointment or Hospital Follow-Up appointment, please look over your medications, diabetes supplies, inhalers, etc. to determine if you need to request any new prescriptions or refills **THAT WE PRESCRIBE & MANAGE** at the time of your appointment.
2. Regular office visits are required for all of our patients taking prescription medication. The interval will vary depending on the type of medication prescribed. At a minimum all patients of our practice will be required to see their **primary care provider** every 6 months for prescription refills. We will no longer allow appointments to be scheduled with a different **CFC provider** for medication refills. It is our goal to provide you enough refills on your medications to last until your next required office visit. If you have questions on whether your prescription(s) require a one, three or six-month routine refill appointment please ask the nurse at your next office visit.
3. If you call to request a refill but are overdue for a follow-up visit and/or blood work (necessary for monitoring the safety or effectiveness of a medication), the provider may agree to call in enough medication to a local pharmacy to last until we are able to schedule an office visit (up to 4 weeks supply). It is your responsibility to schedule an appointment **before** you run out of medications. If you sign up for our patient portal account, you may schedule your medication refill appointments up to 6 months in advance. If interested, please ask us how to sign up for the patient portal system.
4. When there is **one (1) refill remaining** on your prescription bottle, please call our office to schedule an appointment. **PLEASE BRING YOUR MEDICATION BOTTLES WITH YOU TO YOUR APPOINTMENT.**

We understand that there might be a situation when you do have to call us for a prescription. Please review the list below and see what you can do to plan ahead:

- **Are you changing to a new local pharmacy?** Just call your new pharmacy and request that your prescriptions be transferred from your old pharmacy.
- **Are you going on an extended vacation and need to use an out-of-town pharmacy?** Call the **NEW** pharmacy that you will be using and have them contact your hometown pharmacy to have your prescriptions transferred. When you return home, you have to reverse the process.
- **Are you changing to a new mail order pharmacy?** Some pharmacies will transfer your prescriptions to the new pharmacy. If you still have refills on your current prescriptions, please check with your current mail order pharmacy to see if your prescriptions can be transferred.

If you have any questions or concerns regarding this new policy, please discuss it further with your primary care provider at your next appointment. Thank you for choosing Complete Family Care, LLC for all your healthcare needs. We look forward to working with you to assure safe and high quality medical care.

YOUR PRIMARY CARE PROVIDER IS: _____

Patient

Name (PRINT): _____ DOB: _____

Signature: _____

Date: _____

Patient Representative / Caregiver (if applicable)

Name (PRINT): _____

Signature: _____

Date: _____