

Things to Know When Calling the Office

Medication Refills

It is very important that you do not run out of medications that need to be taken on a regular basis. Here are some helpful hints that will guide you through a prescription refill.

- Do not wait until your medication runs out to call in your refill request.
- Please tell the office your full name, correct spelling of your name, your date of birth, and your phone number when calling in your request.
- Please tell the office the name of the medication, dose, quantity needed, and how the medication is taken.
- Please tell the office the pharmacy name and phone number.
- Inform the staff of any and all allergies at the time of your request.
- Allow 48 hours for the prescription refill to be called in.
- Plan ahead — notify the office of the medication needed at least seven (7) days before the medication runs out.
- Please take into consideration the delay in “mail refills” when requesting a written prescription refill.
- Prescription refills will only be called in during regular business hours Monday through Friday.
- Unless emergent, prescription refills will not be called in over the weekend or after regular office hours.
- Prescription refills will not be called in to out-of-state pharmacies.
- Patients must have been seen in the office within 12 months, or sooner if your doctor requests, before the prescriptions will be called in.