

Medication Refill Policy

The following shall demonstrate the policy and procedures necessary to refill a patient's medication(s) according to the standard operating procedure for this practice.

Policy

We ask our patients to monitor their prescription medication closely, and to assess supplies before each office visit.

We request that patients get their medications refilled at the time of their appointments or, when necessary, to call a prescription in to their pharmacy several days in advance of running out of medication. We will review and respond to all medication refill requests within 1 business day. However, certain classes of medications, such as pain medicines, will require a visit to the office with a registered nurse or physician.

Medical assistants should make every effort to inquire on the status of patient medication refill needs at the time of each appointment and to make the patient aware of the refill policy. When practical, physicians should make every effort to prescribe medications in a manner such that renewals coincide with the patient's next appointment.

Telephone Procedure

1. Upon identifying a phone call as a request for a medication refill...
 - a. If the call is from a **pharmacy**
 - (1) ask them to fax the request to (310) 297-9222 so that we may have a written copy and
 - (2) inform them that the request will be reviewed and returned within 24 hours.
 - b. If the call is from a **patient**
 - (1) and the patient has not been seen in greater than six months, inform them that the request will be denied by our physicians and that an appointment is necessary before consideration of a refill. The refill will be enough to cover the period prior to the scheduled appointment.
 - (2) and the patient has been seen within the previous six months, ask them to call the request in to their usual pharmacy and
 - (3) inform them that the pharmacy will contact us directly. Let them know that the request will be reviewed and returned within 1 business day of receipt from the pharmacy.
2. If the request is urgent
 - a. verify the patient's next scheduled appointment in the electronic medical record (EMR).
 - b. If the patient has no appointment scheduled, make one with them.
 - c. If the patient has not been seen in greater than six months, inform them that the request will be denied by our physicians and that an appointment is necessary before consideration of a refill. The refill will be enough to cover the period prior to the scheduled appointment.
 - c. take all the prescription information and initiate a phone pharmacy callback in EMR.
 - d. route to the request to the appropriate physician, or the medical assistant assigned to handle prescription requests, along with a message informing them of the patient's next appointment.

In-Office Procedure

1. At the time of patient check-in...
 - a. Ask the patient for a list of their medications
 - b. Verify the medications in the patient's electronic chart
 - c. If not entered in EMR, do so
 - d. If the patient does not know the medications they are on, ask them to bring all medications with them to their next appointment, or call in with the info, or fax a list to (310) 297-9222.
 - e. Ask the patient if they are out or running short on any medications
 - f. Encourage the patient to have their medications refilled at the time of their appointments
 - g. Inform the physician of any medication refill needs
2. At the time of patient check-out (when necessary) ...
 - a. Print out the patient's current medication list from EMR
 - b. Give the patient their current medication list and a copy of the practice's written medication refill policy.