

Tips for Refilling Your Prescriptions

Here are some tips to help you get your prescriptions refilled.

Before an Appointment

- Before your appointment, check your medicines to see if you need any refills. If you do, tell your health care provider at your appointment.
- If you will have enough medicine until your appointment, do not call for a refill. Your medicine may be changed when you go in for your appointment.

Prescription Refills

When you need a prescription refill, please call your pharmacy. You do not need to call your clinic. Be sure to call the pharmacy 2 to 3 business days before you are out of medicine.

Stimulant or Written Prescription Refills

If you need a stimulant prescription, or are calling for someone who needs a written prescription, call your clinic and leave a message on the nurse line with the following information:

- patient's name
- spelling of the last name
- patient's date of birth

- name of the medicine
- phone number where you can be reached
- if the prescription will be picked up or if the pharmacy should mail it to the patient.

The clinic needs three to five days to get the refill written and signed.

Other Tips

- Your prescription may be faxed to your pharmacy from your clinic. If you receive a paper prescription, be sure to take that with you to your pharmacy when you pick up your prescription.
- Your prescription may say “no refills.” This can sometimes happen if a new order is received and the prescription number is different. The pharmacy may put the order on hold or in a file.

You may still have refills available at your pharmacy. They will fill the new prescription when you call them for a refill. If needed, have them check your profile. If they do not have orders, they will call your clinic.

- Refills are not available after clinic hours.

If you have any questions about the medicines you are taking, please talk with your health care provider or your pharmacist.