

# Time for your medication refill?

We strive to refill your prescriptions in a safe and timely manner. Here's how you can help us do that.

Because our office receives many prescription refill requests every day, we would like to remind you of how you can help ensure the process works smoothly and you do not miss any doses of your medications.

- Please **call your pharmacy first** and speak to a person when you need a **prescription refill**, even if you think you have no refills remaining. You may find that you do have refills available. If this is not the case, the pharmacy will contact our office. **This is the most efficient way for you to renew your prescriptions.**
- If you use a mail-order pharmacy be sure to request refills **at least 2 weeks before your prescription runs out.** Again, you should first contact your mail-order pharmacy directly when you need a refill and they will contact our office if you have no remaining refills.
- If you are using a mail-order pharmacy for the **first time** we recommend setting up your profile with them before we send electronic prescriptions, or you will need to mail paper prescriptions to them.
- Make sure you are up to date on your office visits. Many medications require periodic visits or blood level monitoring.
- Although we will do our best to respond to refill requests the same day, **please allow 5 business days** for your refill request to be processed.