



PRESCRIPTION REFILL POLICY

PURPOSE: This policy is to inform patients of the NAPC policy for processing of medication refill requests.

POLICY: Refills will be processed within 48 business hours of receipt of the request. Refill requests received on Fridays will be processed the following week and will be completed by Tuesday. Below are guidelines regarding refilling of medications:

- **Unless otherwise directed by your provider**, maintenance medications such as Blood pressure, Diabetes, Cholesterol and Thyroid will be approved if patient has had an office visit within the last 3 months.
- Narcotics, other controlled substances such as ADD/ADHD medication, and sleep aids will require a mandatory visit every 3 months unless otherwise directed by provider.
- Antibiotics will not be called in as an office visit is required.

PROCEDURES:

1. Voice will prompt you to choose #3 for Refills and Labs
2. For refills then select #1
3. Choose your primary office location
4. Leave the following information on your voice mail message:
 - a. your name
 - b. your date of birth
 - c. a daytime phone number in case we need to speak with you
 - d. medication name & dose (example: Lipitor 20mg)
 - e. pharmacy name
 - f. pharmacy phon