



## Medication Refill Policy and Procedures

The following clarifies the policy and procedures necessary to refill a patient's medication(s) according to the standard operating procedure for American Behavioral Clinics. We have compiled a list of procedures for how our office will handle refilling medications.

- **Contact Pharmacy:** Patients should contact their pharmacy first when needing a non-controlled medication refill. Pharmacies will either refill a patient's medication on the spot or they will fax a generated refill request form to an ABC office. On average, the request will be reviewed and returned within 24 hours upon receipt from the pharmacy.
- **Controlled Medications:** Pharmacies require a written copy from your doctor and must be dropped off in person. Controlled medications cannot be called or faxed in. A refill request can be provided by calling the ABC clinic where the patient is mainly seen. At that time, staff will provide the refill request to the provider and will contact the patient within 24 hours upon receipt from the provider. Please make sure to have the name, dosage, directions, and quantity available at me of request to ensure efficiency.
- **Know Your Medications:** Before any regular scheduled appointments, patients should check medications and note which need to be refilled. It is the responsibility of the patient to ask for refills during the appointment.
- **Refill Requests Planning:** Patients are responsible for submitting their request for refills and/or scheduling regular office visits at least 2 weeks prior to running out of their medication. Fulfilling refill request can take up to 5 business days to process so please plan ahead.
- **Scheduling:** ABC requires regularly scheduled office visits with their prescribing physician. The interval will vary based on the medication prescribed; however, the average interval is 3 months. If a patient has not been seen in greater than 6 months, refill requests will be denied by our physicians and an appointment will be necessary before consideration of a refill.
- **Appointments:** We encourage patients to have their medications refilled at the time of their appointments.
- **New Patients:** All new patients must have an office visit before any prescription medication is prescribed.

American Behavioral Clinics provides multiple ways for patients to request the medication refills they need. These include the following:

1. Calling your pharmacy first when ordering refills. They will send a refill request to our office.
2. Ask for refills during your regular office visits with a provider.
3. Call our office and speak to one of our support staff members.