

M A C O U P I N

Family Practice Centers, LLP

CARE Rx

Prescription Refill Policy

We want to make the process of refilling prescriptions as easy as possible. In an effort to increase efficiency and accuracy, we've developed the **CARE Rx** policy and we ask that you please follow the steps in order to get the prescriptions you need with as few phone calls as possible.

As always, please remember that sometimes we cannot refill your medications:

- You may be overdue for an appointment. Our policy is that anyone taking medications must be seen at least once per year. However, your physician may require you to be seen more often depending on which type of medications you are taking.
- Some medications that are not taken regularly, like antibiotics, generally require an appointment first.
- Your insurance company may require a Prior Authorization, which usually takes a minimum of 72 hours to process.
- It may be too soon for a refill.

As our valued patients, we appreciate your help and welcome your comments for how this process works. Thank you.

CARE R_x

- **C**ALL YOUR PHARMACY FIRST.

Even if your bottle says no refills, call your pharmacy first. We work with them daily to make sure that you have the medications you need when you need them. To prevent patients from running out of medications, most pharmacies fax a refill request automatically. This happens behind the scenes without your knowing it. Following this step will help prevent duplicate requests and will help us get to your refill faster.

- **A**LLOW TWO BUSINESS DAYS TO PROCESS REFILLS.

We receive many requests daily so we must have two business days to process prescription refill requests. Call your pharmacy a few days in advance and let them know that you are almost out of your medication and ask them to request a refill. Do NOT wait until the day you are out to request a refill as we may not be able to refill it on time.

- **R**EGULARLY VERIFY YOUR PREFERRED PHARMACY.

Many patients use both mail order and local pharmacies, depending on their prescription. Please check with us regularly to make sure we have your preferences on file. If you do not indicate where you would like your prescription sent, it will be sent to the default pharmacy under your patient profile. Any additional changes may require additional time to process.

- **E**VERY APPOINTMENT, BRING YOUR MEDICATIONS WITH YOU.

This will help us keep your chart up-to-date and will allow us to coordinate your refills so that you have enough medications to last until your next follow-up appointment.

- **R_x**.

Some medications require that a written prescription be picked up at our office. Please notify us, in advance, if a friend or relative is picking up your prescription. That person may be required to present a photo ID.