



## PRESCRIPTION POLICY

So that prescription refills can be handled smoothly, please note the following principles which guide our clinical and operational staff in medication management.

1. Ordinarily prescriptions are ordered and handed to you when you see us for an office visit. Prescriptions for some medications must be written in hard copy, and carried by you to the pharmacy.
2. Some patients are required to have an appointment between all refills. Generally, this is due to the necessity to examine you before determining whether medication should be renewed "as is" or changed to recognize a new or altered condition.
3. Ordinarily, you will be prescribed sufficient medication to cover your needs until your next appointment, and should not expect telephone authorization for additional medication.

If you must call us unexpectedly for a renewal or change, be prepared to give the name, dosage and schedule for your medication; and have your pharmacy name and phone number available. You may be asked to leave your request on a voicemail system

4. **When you place a telephone request for renewal, please be prepared to wait up to 48 hours for your prescription to be ready for pick up.**

This gives us time to process the request through our busy clinical staff, find a moment to make our renewal calls to pharmacies, and gives the pharmacy time to coordinate with your insurance to fill the prescription for you. Your prescription may be ready sooner, but you should not plan on it.

5. Pain Recovery Solutions, PC does not place telephone prescription orders under any circumstances after hours or on weekends.