

Grove Medical Associates, PC

Primary Care Center of Excellence

Medication Refill Patient Information Handout

It is the goal of Grove Medical Associates, P.C. to provide proper and safe care to all of its patients. The practice of medicine continues to become standardized in many ways. Developing group policies and procedures can provide structure for consistency, improve healthcare and ensure patient safety.

Medications are inherently dangerous if not used properly. Most medications require monitoring that is done by visiting the doctor in the office, having periodic lab tests or a combination of the two. Some medications are safer than others. Your doctor will decide how an individual medication is to be monitored.

Expectations of the patient

1. Keep your regularly scheduled appointments.
2. Get lab tests in a timely manner, as ordered by your provider.
3. Call if you have any question about your medication. If you do not know the answer, let your provider or the support staff advise you. If you ever have concerns about the answers you receive, request to speak to the provider or request an appointment to come into the office to spend time with the provider so all of your concerns can be addressed.
4. Take the time to understand the refill schedule which will be limited by your provider according to your medication.
5. Call your pharmacy not our office for any refill requests at least **48 hours** before you run out.

Expectations of the provider's office

1. Schedule appointments to monitor medications appropriately.
2. Schedule lab tests to monitor medications appropriately.
3. Refill medications as needed, if appropriate.
 - a. Medication refills should be discussed at each appointment to help ensure that patients have enough of their medication until the next monitoring test or office visit. New prescriptions do not need to be provided at each visit, in many cases the status of the prescriptions may be discussed, along with the procedure/plan for refills.
 - b. The office uses electronic prescribing. An electronic authorization is sent by the pharmacy to your provider when you have zero refills remaining. A response is generally sent by your provider's office to the pharmacy within one business day. If the provider denies the refill, it is expected that a note will accompany the denial so the pharmacy can explain the reason to the patient. If the answer that the pharmacy provides does not adequately answer your concern, call your provider. When refills are denied, it is generally because patients are overdue for monitoring and the refill is held for patient safety reasons.
4. If the patient expectations above have not been satisfied, refills may be restricted in some fashion. It is sometimes safer to stop a medication rather than allow it to be used without appropriate monitoring.

5. Medications are refilled to provide enough medication until the next office visit or monitoring test. Mail-order pharmacies offer discounts for 90 day prescriptions. A 90 day prescription may be provided, but refills may be restricted according to policy. Once again, this is for patient safety.
6. Answer all questions a patient may have regarding their medication or health issues. In many cases, an appointment will be suggested and expected.