



REFILL PROTOCOL

Please allow 48 hours for all refills to be processed

- ◆ **Submit ONE request only**

Use **either** the patient portal **or** the refill phone line — not both.

- ◆ **Include complete information** when leaving a message:

- Full Name
- Date of Birth
- Medication Name
- Current Pharmacy Information

- ◆ **Check with your pharmacy first** if you have been seen recently.

- ◆ **No upcoming appointment?** Your refill may be delayed. You must be seen within a minimum of 90 days for a refill to be issued.

Timing & Follow-Up

Only contact your pharmacy about refills if you haven't heard back from our office after 48 hours.

 You may contact our office after speaking with your pharmacy.

 Incomplete or multiple messages may delay processing beyond 48 hours.

Prior Authorization

- Have your **pharmacy contact us** for any prior authorization information.
- Pre-authorization may take several weeks for approval.

Business Hours

- Refill requests are handled **only during normal business hours**.
- Requests received **after 3:00 PM (Mon–Thurs)** will be returned the following business day.
- Requests received **after 10:00 AM (Fri)** will be returned on the following business day.
- Calls received while your doctor or clinician is out will be returned on the next business day after their return

To contact the prescription refill line directly, please call: (972) 566-4314