MEDICATION REFILL POLICY

EFFECTIVE MAY 8, 2024

CURRENTLY, OUR OFFICE RECIEVES A LARGE VOLUME OF CALLS DAILY FOR MEDICATION REFILL REQUESTS OUTSIDE OF AN OFFICE VISIT. AS YOU ARE MOST LIKELY AWARE, HEALTHCARE REFORM MAKES IT NECESSARY FOR OUR OFFICE TO PROVIDE QUALITY CARE IN THE MOST EFFICIENT MANNER POSSIBLE. IN AN EFFORT TO MORE EFFICIENTLY, AND MOST IMPORTANTLY, SAFELY MANAGE REFILL REQUESTS, IT IS NECESSARY FOR OUR CLINIC TO IMPLEMENT A NEW PRESCRIPTION REFILL POLICY. WE UNDERSTAND THAT THIS CHANGE WILL AFFECT YOU. BY KEEPING YOU INFORMED OF THE POLICY CHANGE, WE HOPE TO CONTINUE WORKING TOGETHER TO ENSURE SAFE AND HIGH-QUALITY MEDICAL CARE.

1. BEFORE YOU COME TO YOUR REGULAR APPOINTMENT, YOU SHOULD LOOK OVER YOUR MEDICATIONS, INHALERS, ETC. TO DETERMINE IF YOU NEED TO REQUEST ANY NEW PRESCRIPTIONS AT YOUR APPOINTMENT.
2. WE DO REQUIRE OFFICE VISITS ON A REGULAR BASIS FOR ALL OF OUR PATIENTS TAKING PRESCRIPTION MEDICATION. IT IS OUR GOAL TO PROVIDE YOU ENOUGH REFILLS ON YOUR MEDICATION UNTIL YOUR NEXT OFFICE VISIT (ONCE EVERY 12 MONTHS FOR NON-CONTROLLED SUBSTANCES AND 6 MONTHS FOR CONTROLLED SUBSTANCES) (EXCLUDING ANTIBIOTICS)
3. IF YOU HAVE BEEN SEEN AT OUR CLINIC WITHIN 12 MONTHS, FOR ANY REFILLS OF YOUR MEDICATIONS CONTACT YOUR PREFFERED PHARMACY THAT YOU HAD THE MEDICATION FILLED PREVIOUSLY AND ASK THEM TO SEND EAR NOSE AND THROAT CLINIC A REFILL REQUEST, WE WILL SIGN AND SEND BACK TO PHARMACY IF THE PROVIDER OKAYS THE REFILL REQUEST. PLEASE ALLOW 48 HOURS TO FULLFILL REQUEST.
4. INSURANCE COMPANYS REQUEST UP TO DATE CHART NOTES, UP TO DATE CT SCAN, OR UP TO DATE RHINOSCOPE, TO AUTHORIZE A REFILL ON MEDICATIONS, SO A YEARLY VISIT IS NEEDED FOR CONTINUATION OF COVERAGE PER YOUR INSURANCES REQUEST.
5. VA INSURANCE FOR REFILLS WILL ALWAYS NEED TO HAVE AN APPOINTMENT DUE TO VA REQUIREMENTS OF CHART NOTES FOR MEDICATIONS AND REQUESTING RECORDS AFTER.

THANK YOU FOR CHOOSING EAR NOSE AND THROAT CLINIC FOR YOUR MEDICAL NEEDS. WE LOOK FORWARD TO WORKING WITH YOU TO ASSURE SAFE AND HIGH-QUALITY MEDICAL CARE.