



Embracing Health Prescription Request Policy (Effective May 1, 2014)

To ensure safe and high quality medical care by avoiding miscommunications between pharmacies, patients and providers Embracing Health has now implemented a new prescription refill request policy.

We highly encourage patients to communicate all medication refill requests during scheduled appointments.

- Before arriving, please review your medications, diabetes supplies, inhalers etc. to determine if you will need refills.
- We require office visits on a regular basis for all of our patients taking prescription medication. The interval will vary depending on the type of medication prescribed. Please be sure you have enough medication to last until your next scheduled visit.
- It is very important to **request your prescriptions during your office visit**. We will charge a fee of **\$10 for up to three (3) or more prescription refills that are not requested during an office visit**. (Exceptions to this rule are controlled medications like ADD/ ADHD medications. These will need to be picked up at the office during business hours on a monthly basis.)

We offer the following options for prescription refills:

- Electronic prescriptions (e-scribe) to local pharmacies
- Faxing prescriptions to pharmacies or mail order companies (please provide the appropriate mail order company information)
- Written prescriptions for pick up
- Call in prescriptions to pharmacies

Appropriate medication requests from the patients or patient's caretaker will be processed within **four (4) business days**. Please let our staff know if your request is urgent or if you are out of medication, in which case we will try to accommodate your needs. We certainly strive to complete refill requests as soon as possible.

We will no longer refill requests from the pharmacies or mail order companies. The medication requests must come from the patient or patient's caretaker. If you call to request a refill but are overdue for a follow-up visit and/or blood work, the provider may agree to call in enough medication to a local pharmacy to last until we are able to schedule an office visit. Please understand, it is your responsibility to schedule an appointment before you run out of medication. We encourage you to schedule your next visit before you leave our office as a matter of routine.

We do understand that there may be unusual circumstances that require a prescription request outside of your office visit. **To request a refill by phone, please call 540-318-8602 and select option 3.**

The following are some additional considerations:

- **When changing pharmacies**, please request your old pharmacy transfer your refills to the new pharmacy.
- **When going on an extended vacation** and need to use an out of town pharmacy, please have your hometown pharmacy transfer the scripts to your temporary location and reverse this on your return.
- **When changing to a mail order pharmacy**, check with both pharmacies to see if your prescriptions can be transferred.

Thank you for choosing Embracing Health as part of your health care team. We look forward to working with you to assure safe and high quality medical care.