

# Reno Psychiatric Associates

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## MEDICATION REFILL POLICY

The following Medication Refill Policy for this office has been set up to provide you, our patient with what we believe to be a safe, effective and uniform level of care.

We process all complete and appropriate refill requests within 2 days of receipt of the request in our office, EXCEPT ON FRIDAYS AND HOLIDAYS, when they will not be filled until the next working day.

If your doctor gives you a written prescription, you are expected to take it to the pharmacy. We request that you contact your pharmacy several days before you need any refills so that we can respond to them in a timely manner. Even if your prescription says "no refills", call your pharmacy to request a refill. They will then contact this office. Prescriptions for stimulants (such as ADD medications) must be turned into the pharmacy within 14 days of the date they were written.

As a courtesy to our patients, a doctor in our group is always available to address urgent issues that may arise. However, this "on call" doctor will not refill your prescriptions for controlled substances, which includes most anxiety and sleep medications nor will the on call doctor start any new prescriptions for controlled substances. After hours and on weekends, the on call doctor does not have access to your chart and therefore will generally not provide refills.

If your insurance company requires prior authorization for your medications, it may take THEM several days to respond to our requests.

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