

VILLAGE INTERNAL MEDICINE

PRESCRIPTION REFILL POLICY

The easiest way to ensure that you never run out of your medications, is to bring a complete list of your medications at the time of your office visit, in order to go over that list with your physician, informing them of any refills needed at the time.

Prescription refill requests will be processed during normal business hours only. Normal business hours are 8:30am-4:30pm, Monday thru Thursday and 8:30am to 12:00pm on Friday. Due to the extremely high volume of refills, we ask that you allow us 24-48 hours to finalize this process.

At the time of your last medication refill, please carefully check your supply, and determine if you have enough on hand to last until your next scheduled office visit. It is your responsibility to call for a refill before you are completely out of the medication.

Prescription narcotics cannot be called in. You must contact our office to request the refill, which may be picked up at the front desk during our regular office hours. Call the voice mail of your physicians' medical assistant and leave a message with the following information: your name, telephone number, date of birth, name of the medication and dosage. This will normally take between 24-48 hours. When picking up a prescription please be prepared to show a photo ID.

If your prescriptions are filled at a local pharmacy, please request they fax a refill request to our office at (910)484-8030. This will be processed and faxed back the pharmacy with 24-48 hours, unless received on a Friday or over the weekend.

If a prior authorization is required from your insurance company drug plan you are asked to contact them. The contact information will be located on your health insurance/prescription card. Request that they fax an authorization request form to (910)484-8030. This form will be completed, signed by the physician and faxed back to them for processing. Please note: We do not have available staff for making these calls, as there can be a long wait time; therefore, policy dictates that the patient must make the necessary calls. Please ensure that you have an adequate supply of your medication, as it can sometimes take several days before the authorization goes through and your medication is refilled.

Please call your pharmacy to inquire about prescription BEFORE calling our office.

We appreciate your cooperation and assistance in this area. If you have questions, or require clarification of the above, please do not hesitate in asking any of the Medical Assistants.

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Signature of Patient

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Date