

# Medication & Refills Policy

## ***Prescriptions:***

- Prescription refills may be obtained by contacting your local pharmacy. They will phone or fax us with the information about your prescription
- We send all prescriptions electronically to your local pharmacy as well as your mail order provider.
- No prescriptions for controlled substances will be approved if it has been 6 months since you last office visit, and these prescriptions will NOT be filled on Fridays or weekends.
- All controlled substance prescriptions requires an office visit every 3-6 months.
- Electronic refill requests may take up to 72 hours to be complete. However prescriptions will approved as soon as possible, usually by the next business day.
- If you have a problem getting your prescription, please call our office during normal business hours.
- In general, all patients are required to be current patients seen within the last months to get a phone or auto refill. However, some patients may require labs or an office visit more frequently.

## ***General Guidelines***

- Please remember to discuss any medication concern and all refill request you have with your physician at your regularly scheduled appointments.
- All chronic medications will require regular follow-up visits at our office. Your physician will determine the appropriate interval between visits.
- Please ensure that you have enough medication to last until your next scheduled visit. If you are overdue for your visit, your provider MAY provide enough medication to last until your scheduled appointment (maximum of 2 week supply)
- If you have any questions regarding medications please discuss these during your appointment.
- It is your responsibility to notify the office in a timely manner when refills are needed.
- It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations will result in denial of refills.
- New or unresolved problems will require an appointment.
- Medications for acute problems (cough, fever) will require an office visit to ensure that a correct diagnosis is made and that an appropriate medication is prescribed.
- Patients with multiple medical issues and medications are asked to follow up every 3 months. This is to ensure that we take care of all your issues adequately.
- If you have not had an appointment over 12 months, an appointment is needed before any refill will be provided.

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## Refill Regular Medications

- Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.
- Medication refill will only be addressed during regular office hours (Monday-Thursday 8am – 5pm and Friday 8am-12pm).
  - **No prescriptions will be refilled on Saturday, Sunday or Holidays**

## Controlled Substances and Narcotics Policy

- All prescriptions for controlled substances require face-to-face encounter in the office with only your treating doctor. It is our policy that there will be no refills of controlled substances called-in over the phone or by the physician after-hours when the office is closed.
- Controlled-substances/narcotic prescriptions require a follow up at least every 90 days.
- When it is medically necessary for our doctor to treat you with a controlled substance. Compliance with your controlled substance contract is not optional, violation of this policy may result in termination of medication therapy and/or your removal as a patient from Dr. Dunham Family Practice.
- NOTE ADHD testing is required before Dr. Dunham will prescribe Stimulants for new patients. If you have documentation of testing bring it to your appointment.
- Patients are responsible for their controlled substance medication. You will need to be seen in our office every month for controlled medications, as we do not handle long term pain management.
- Controlled substance (pain, sleep, muscle relaxants, stimulants, and anti-depressants) are tracked by the Drug Monitoring Program (PMP). Pharmacies and physicians DO track your usage of controlled substances through obtaining an online report, which annotates physicians who have prescribed, and pharmacies that have dispensed these medications.
- New patients who request a controlled substance for acute pain may receive one prescription of pain medication or controlled substance (at the discretion of the physician) after a PMP report is obtained.
- Dr. Jocelyn Dunham will not refill controlled pain medication prescriptions. If you require a refill of controlled substance, and you are an established patient (for at least one month), you will be referred to a pain management specialist or other specialist related to your condition.