

Grace Cottage Family Health and Hospital

SUBJECT: Prescription Refill Policy	REFERENCE # 8-4067
DEPARTMENT: GCFH Clinic	PAGE: 1
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	EFFECTIVE: 12/10/2021
APPROVED BY: MEC	REVISED:
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**Purpose:**

Grace Cottage Family Health (GCFH) goal is to assist our patients with prescription requests in an efficient and timely manner. We have created the following guidelines to help meet this goal.

**Policy:**

It is the policy of Grace Cottage Family Health to:

- It is the patient's responsibility to notify the office in a timely manner when refills are necessary. Please allow three (3) business days to process your prescription request. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.
- Medication refills will only be addressed during regular office hours (Monday-Friday, 7:00 AM-4:45 PM). Please notify your provider on the next business day if you find yourself out of medication after hours. In an urgent situation, after hours, you can call the office (802)365-4331, for instructions on how to contact the covering provider.
- Prescription refills require close monitoring by your provider to ensure its safety and effectiveness. Your provider will prescribe the appropriate number of prescription refills to last until your next scheduled appointment. Generally, when you are down to zero refills, it is time to schedule a follow up appointment. We prefer you request any refills of your medications at the beginning of your office visit.
- Patients requesting new prescriptions or antibiotics must be seen for an appointment. They are not prescribed over the phone.
- Prescriptions classified as Controlled Substance (CS) are not processed after hours, on weekends or holidays.
- Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.
- Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates.
- It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations will result in a denial of refills.
- If you have any questions regarding medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed. Please contact us immediately.
- Our practice will always order generic prescriptions whenever available unless brand is medically necessary. Each insurance plan outlines a detailed classification for medications which could impact which medication, generic or brand, is prescribed and the cost to you. Contact your insurance plan for details.
- Our providers participate in the Vermont Prescription monitoring program.