

## MEDICATION REFILLS UPDATE

To assist our patients with prescription refill requests in a timely manner and to improve quality of patient care, **effective July 1st, 2021** Capital Internal Medicine Associates, PC will no longer provide routine medication refills by request over the phone.

Here are some guidelines to be aware of that will help us through this transition:

- It is the patient's responsibility to notify their provider, during a scheduled appointment when medication refills are needed. We ask that you review your medications before your appointment and/or bring all your medications to each scheduled appointment so we may refill any that are due. Most providers do not respond to pharmacy, mail order, or portal requests for refills and prefer you communicate with them directly regarding your refill needs.
- Your medications require close monitoring by your provider to ensure your safety and medication effectiveness. Your provider will prescribe the appropriate number of prescription refills to last until your next scheduled appointment. It is important to schedule your follow up appointment at check out and keep your scheduled appointment to ensure you do not run out of your medications.
- If you have any questions regarding your medications, please discuss them during your appointment. If for any reason you feel your medication needs to be adjusted or changed, please contact us immediately to schedule an appointment to discuss this adjustment.
- Refills will be authorized only on medications prescribed by your provider from our office. We will not refill medications prescribed by other providers or specialists. If you are transitioning from a specialist and wish to have your primary provider take over filling your medications, please discuss this transition at your appointment.
- You will be charged an administrative fee (\$25) for prescription refills requested outside of an appointment (in office or telehealth), regardless of the number of medications.
- Please be aware that new symptoms, new events, new medications, or new antibiotic requests require an evaluation by your provider. Your provider will not diagnose or treat you without an appointment. Please contact our office to schedule an in-office visit or an appointment by telehealth, when appropriate. We offer same day appointments for your urgent needs.
- Some medications require a prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider. We will handle your prior authorization as quickly as possible. Please allow up to 2 weeks for this process and contact your pharmacy directly for updates.
- We will continue to accept telephone requests to our refill line for controlled medications, as directed by your provider. Please note that controlled medications may not be refilled early and allow 72 hours for processing. Repeated calls may delay processing. Our on-call provider may not refill controlled medications and no refills will be processed on Fridays, after 5pm.

Thank you for your patience as we work together to provide the best care for you.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient Acct Number

The Group Health Plan within the Capital Internal Medicine Associates,  
PC Employee Benefits Plan complies with applicable Federal civil rights laws  
and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish	ATENCIÓN:	si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-517-374-7600.
Arabic	ملحوظة:	إذا كنت تتحدث انكليزية، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 1-517-374-7600