

## Medication refill process

By RMC Front Desk Coordinators

Medication management is an integral part of our community's healthcare. Republic and Curlew Medical Clinics want to work hand in hand with you on eliminating the obstacles and frustrations involved with requesting medication refills.

It's important that you do not allow your prescription to run completely out before contacting us. Here's how we can work together:

- When you notice you're about 5 days from running out, contact your pharmacy. Request a refill from them, even if you have no refills left on your prescription. This includes controlled substances (written on a "Hard Copy") that need to be picked up at the Clinic. The pharmacy will fax us all the pertinent information so we can fill your prescription in a timely and proficient manner. Please allow us 3 full business days. This means that if you call on a Friday, you can expect your prescription to be ready by Wednesday. After your provider receives your request, he or she may wish to have you come in for a visit before prescribing more medication.
- For mail order pharmacies, please take into consideration the amount of time

it takes to mail your prescription to you. We suggest 7-10 full business days.

- For our Veterans who are using the Choice program, we ask that you call your Primary Care Provider or their medical assistant with your prescription bottle in hand. All the necessary information that the medical assistant will need can be found on the label. The VA asks that we allow 2 weeks for the prescription process to be fulfilled, from the time you call us, and to the time you receive your prescription in the mail.

Lost and/or stolen prescriptions cannot be re-filled. Once the Hard Copy leaves our facility, we are not responsible for them. Because government regulations are being tightened on pain medications, it is vital that our patients keep track of those prescriptions. Be aware of them. Know exactly where they are at all times, as they cannot be replaced.

We are doing our best to accommodate all of our patients and look forward to implementing a smooth process to help meet your needs. Please call 775-3153 if you have questions.

*Prior Hospital Happenings available at <http://www.fcphd.org/news.html>*

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*Improving Health – Saving Lives*



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