



Medication Refill Policy -----Effective Immediately

Our office receives a large volume of medication refill requests. In order to maintain safety of our patients, Westover Hills Primary Care has adopted this prescription refill policy.

1. We require office visits on a regular basis for all of our patients taking prescription medication. The interval will vary depending on the type of medication prescribed. Please be sure you have enough medication to last until your next scheduled visit.
2. Unless otherwise directed by your provider, maintenance medications such as Hypertension (Blood pressure), Diabetes, Cholesterol and Hypothyroid will be approved if patient has had an **office visit within the last 3 months.**
3. Antibiotics will not be called in as an office visit is required.
4. Narcotics, other controlled substances such as ADD/ADHD medication, and sleep aids will require a **mandatory visit every 2 months.**
5. It is very important to request your prescriptions during your office visit.
6. Please bring all your prescription bottles with you to your appointment. This is important to make sure that you are taking the correct medications and the correct doses.
7. We will handle your request within 48 business hours. Time varies depending on how you send your request. Office visit and Surescripts electronic requests are filled on the same business day.

How to order a refill:

1. **Ask for refill during your regular appointment.** This is by far the safest and fastest option. Before you come to your appointment, you should look over your medications, diabetes supplies, inhalers, etc. to determine if you need to request any new prescriptions at your appointment.
2. Call your pharmacy and ask them to 'Send an electronic **refill request by Surescripts**'. Ask your pharmacy to send electronic request and not fax. Electronic request is safer and faster. We found that pharmacies use automatic software that faxes requests even when patient has not requested one. **FAX REQUEST WILL NOT BE ACCEPTED.**
3. Send us refill request via Patient Portal <https://www.westoverhillsprimarycare.com/portal>
4. Call our office to request a refill.

Stella Koretsky, M.D.