



# Medication Refill Policy

Valued patient, the following clarifies the policy and procedures necessary to refill medications according to the standard operating procedures for Harmony Health Medical. We have compiled a list of procedures for how our office will handle refilling medications.

## Controlled Medications

*A prior prescription from a previous provider does not ensure that you will receive that medication at Harmony Health Medical, each case is considered individually.*

In most cases it is our goal to wean down or off controlled medications as appropriate. These medications will ALWAYS be used for short periods of time, as intended. Visits for controlled medications will occur every 1-2 months. Controlled medications cannot/will not be given refills. You will be responsible for calling in for refills in a timely manner. You will be required to provide urine samples as outlined in the Tennessee Controlled Substance Act.

## Medication Refill

**Contact Your Pharmacy First:** You should contact your pharmacy first when needing a **NON controlled** medication refilled. Sometimes there are refills at the pharmacy and your medication can be filled on the spot. (You may also be able to tell if there are refills by looking at the bottle).

**Call Us for Refill Requests:** A refill request is made by calling Harmony Health Medical directly at (629) 229-3936. We will not respond to emailed requests or requests sent by the pharmacy. Please speak directly to our front desk staff or the RN.

**When to call for a Refill Request:** You are responsible for submitting your request for refills and/or scheduling regular office visits at least 1-2 weeks prior to running out of medications. While most medications are refilled within 48 hours, it can take up to 3-5 days to process a refill. **Refills will not be done on WEEKENDS, AFTER HOURS or on HOLIDAYS.**

## Appointments

**Know Your Medication.** Before any regularly scheduled appointments, please check your medications and note which need to be filled. You will be asked if you need refills; please inform you provider of all required refills at this time.



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**Scheduling.** Harmony Health Medical requires regularly scheduled office visits with your prescribing provider. The interval will vary depending on the medication. If you have not been seen in greater than 6 months, you will be required to schedule and attend an appointment. All refill requests will be DENIED until after an in-person appointment (no telehealth).

I understand Harmony Health Medical's Medication Refill Policy and agree to the terms of the policy.

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Print Name

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Signature

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Date