

Diabetes Associates Medical Group Prescription Refill Protocol.

It is the desire of this office to ensure patient access to chronic medication refills and to this end we would like you to follow the Prescription Refill Procedure. This will enhance efficiency of the office by decreasing the amount of time spent by providers and office staff on refill requests.

1. Before you come to your regular appointment, you should look over your medications, diabetes supplies, etc. to determine if you need to request any refill prescriptions at your office visit.
2. We do require office visits on a regular basis for all of our patients taking prescription medication. The interval will vary depending on the condition being treated and the type of medication prescribed.
NOTE: If it has been more than 24 months since your last appointment, you will need to schedule a new patient office visit and fill out the new patient forms. Please ensure you have enough medication to last until your next scheduled visit.
3. It is very important to request your prescriptions during your office visit. It is best to request for a prescription during an office visit, preferably at the start of the visit when you meet the doctor. You can also request your pharmacy to fax a refill request or go to our website to request a refill online.
4. Please bring all your current or updated prescription bottles (or an updated medication accurate list with medication milligram dose and frequency of dosing) with you to your appointment. This is important to make sure that: a) you are taking the correct medications and the correct doses; and b) we have an up-to-date list of your medications from all your doctors as certain medications interact. We will carefully review your medications and write refills at your office visit. We will also ask you to review the new prescriptions to make sure that they are written correctly. Please specify if you need 30 days or 90 day supply, if you are a diabetic state the exact name of the glucose test strips and how many times a day you are testing.
5. We offer the following options for prescription refills:
 - a) We can provide written prescriptions for you to present to your pharmacy.
 - b) We can fax prescriptions in to a mail-order pharmacy. You will need to provide us with completed forms provided by your mail order pharmacy.
6. If you run out of refills before your appointment is due, we prefer for the pharmacy to call directly and arrange for additional refills. For most medications, refills are void after one year from the original date the prescription was written. If you need a medication refilled, please call your pharmacy ahead of time to request a refill. The prescription number is usually located above the patient's name will help the pharmacy correctly identify the medication. Upon receipt of the refill request from the pharmacy we will call in or fax the completed prescription refills to the pharmacy after the doctor has reviewed it within 2 business days (excluding weekends and holidays). We will have written prescriptions available within 2 business days. If your prescription is not ready after 48 hours, or you have any difficulties or questions regarding your prescription refill, please call and leave a message and the medical assistant or nurse will call back within 24 hours. Prescription requests made after 3:00 p.m. will be processed the

following business day. If the request is submitted after hours, the request will be processed the following business day. Please note that we close by 1 p.m. on Fridays.

7. Please us know if your request is urgent or if you totally are out of medication. Urgent refills will be processed within 1 business day; we can call the prescription in to your pharmacy or you can pick up a written prescription. Most insurance plans will allow a member to receive a refill when 75 percent of the medication on hand is used. Do not wait until you have totally run out to request a refill. We ask that you monitor you medication levels to avoid the need for emergency requests.

8. If you call to request a refill but are overdue for a follow-up visit and/or blood work (necessary for monitoring the safety or effectiveness of a medication), the provider may agree to call in enough medication to a local pharmacy to last until we are able to schedule an office visit (four weeks maximum). It is your responsibility to schedule an appointment before you run out of medication. You should schedule your next visit before you leave our office.

9. We understand that there might be a situation when you do have to call us for a prescription. Please look at the list below and see what you can do to avoid incurring a prescription refill fee.

Are you changing to a new local pharmacy? You should call your new pharmacy and request that your prescriptions be transferred from your old pharmacy. We sometimes do not have to write new prescriptions.

Are you going on an extended vacation and need to use an out-of-town pharmacy? You need to call the NEW pharmacy that you will be using and have them contact your hometown pharmacy to have your prescriptions transferred. When you return home, you have to reverse the process.

Are you changing to a new mail order pharmacy? Some pharmacies will transfer your prescriptions to the new pharmacy. If you still have refills on your current prescriptions, please check with your current mail order pharmacy to see if your prescriptions can be transferred.

10. Please note that controlled substance medications monitored by the DEA such as diet pills (Diethylpropion or Tenuate, Fenfluramin or Pondimin, phentermine or Adipex, Ionamin), Testosterone, Flurazepam (Dalmane), Alprazolam (Xanax), Lorazepam (Ativan), Zopiclone (Lunesta), Zaleplon (Sonata), Clonazepam (Klonopin), Butalbital (Fiorinal), Diazepam(valium), Temazepam (Restoril), Zolpidem (Ambien), Chlordiazepoxide (Librium), Triazolam(Halcion), Pregabalin (Lyrica), Modafinil (Provigil), Methylphenidate (Ritalin, Concerta), Dichloralphenazone (Midrin), Dronabinol (Marinol), narcotics including Methadone, Fentanyl (Duragesic), Codeine preparations (Phenergan with codeine cough syrup, Robitussin A-C, Empirin, Fiorinal, Tylenol with Codeine, ASA or APAP w/codeine), Oxycodone (OxyContin, Percocet, Endocet), Morphine (MS Contin, Oramorph), Hydrocodone combination products (Lorcet, Lortab, Vicodin, Vicoprofen, Tussionex, Norco), Hydromorphone (Dilaudid) cannot be refilled on line or by fax and you may have to come in to pick up a prescription and see the doctor to confirm the reason for continuation of the medication. Such prescriptions will not be reissued if lost. Please note that Antibiotic medications are not typically refilled.

11. It is helpful if you remind us of your allergy to medications including any new allergy to medications that may have occurred since your last office visit.

12. Please let the provider know at the start of your office if you want generic medications rather than brand name medication and vice versa so the provider will perform timely therapeutic interchange for specific classes of medications to meet insurance formulary demands.