

**Tri County Internal Medicine  
Prescription Policy**

- **Please be mindful of when you are running low on medications and keep in mind that it takes 24-72 business hours to process a refill request.**
- You need a follow up appointment with one of our providers at least every 3-6 months to get refills of daily or maintenance medications for your chronic conditions. These visits typically include lab tests.
- If you are past due for an office visit and labs, then we will send a 30-day refill of a daily or maintenance medication as long as is not a controlled substance. However, you will need to schedule a follow up appointment with labs within that 30-day period in order to receive any additional refills.
- You need a follow up visit with one of our **physicians** for refills of controlled medications.
- Please keep in mind that antibiotics (or other short-term medications) may require an office visit before a provider can prescribe them, and it is possible they will **not** be sent to your pharmacy upon your request.
- If your medication needs a prior authorization, please allow at least 3-5 business days for the process to begin. Some authorizations can take up to 14 days for the initial determination to be given.

How to request a refill:

- **Please call your pharmacy to request a medication refill. This will help to expedite your request. Your pharmacy will then notify our office of your request.**
- If it is necessary for you to contact our office, then please:
  - a. submit a refill request through your portal (Healow) [This is the preferred contact method], or
  - b. Call our office at 770-284-6918 and follow these steps:
    - Leave a detailed voicemail with the following information:
      - your name
      - your date of birth
      - the medication name & dosage
      - the name and phone number of you pharmacy
      - the best phone number where you can be contacted
    - Please leave only one message or it may increase the response time
    - Please allow our staff 24-72 business hours to process your request

Please contact your pharmacy if you want to check the status of your refill request. We no longer call and tell you that we sent your medication to the pharmacy. Your pharmacy will let you know if the medication was filled, or if you need to schedule a follow up appointment with our office before it can be refilled.

**I have read and understood Tri County Internal Medicine’s prescription policy.**

Patient signature: \_\_\_\_\_ Today’s date: \_\_\_\_\_

Print name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_