**Crescent Clinic Prescription Policy**

Crescent Clinic handles a large amount of prescription refill requests in the form of calls from patients, faxes from patients and pharmacies, and electronic requests from pharmacies. In order to continue providing the highest quality medical care and ensure your safety, we have implemented the following prescription policy.

Prior to your scheduled office visit, please look over all of your medications, inhalers, diabetes supplies, etc. to determine if you need to request refills during your visit with the physician.

We ask that all patients bring his or her medications and supplements to the office visit for our nurses and physicians to review. This helps us keep an accurate record of all medications prescribed by all medical providers involved in your care.

All chronic medications will require regular follow-up visits at our office. Your physician will determine the appropriate interval between visits. Please ensure that you have enough medication to last until your next scheduled visit. If you are overdue for your visit, your provider may provide enough medication to last until your scheduled appointment (maximum of 2 weeks supply).

Medications for acute problems (cough, fever, etc) will require an office visit to ensure that a correct diagnosis is made and that an appropriate medication is prescribed.

There are several methods on how to request a refill on your prescribed medication. The preferred method is to ask your physician during your scheduled office visit. If you need a refill between office visits and it is non-urgent, please call your pharmacy to have them send us a refill request. If the refill request is urgent, call our office directly to speak with our office staff. Please allow to the end of the business day for your refill request to be addressed by the physician.

We offer the following options for prescription refills:

• We can send most prescriptions electronically or via fax to local pharmacies.

• We can call local pharmacies directly with your prescription information.

• We can provide written prescriptions for you to pick up at our office.

We are able to refill medications through mail order services. We prefer that you pick up a written prescription at our office so that you can check that the proper medication, dosage, and quantity were prescribed. Although rare, errors do happen, and you must be aware that mail-order pharmacies will not accept returns of incorrect medications and will not issue refunds. If you prefer, we can send medications either electronically or via fax to the mail order service; however, we will not be responsible for any refunds due to errors.

Certain controlled medications such as some pain medications, anxiety medications, and medications for ADHD must be written on a triplicate prescription without refills. You are required to pick these medications up at our office.

If you are changing pharmacies, please call the NEW pharmacy and request that your prescriptions be transferred from your OLD pharmacy. If they will not transfer, call our office to request that new prescriptions be sent to your new pharmacy.

If you are going out of town for an extended period of time and will need refills during your trip, please have the pharmacy at your destination contact your local pharmacy to transfer your prescriptions. When you return, have your local pharmacy contact your destination pharmacy to reverse the process.

Medications are prescribed for your use only and are not meant to be shared with others.

Refills are not provided after business hours or on holidays.