



Medication Refill Policy – PLEASE READ CAREFULLY

Chronic use of habit-forming drugs is seldom in the best interest of patients or physicians. For this reason, our clinicians will NOT be responsible for prescribing chronic narcotics with very few exceptions. A prescribing agreement with strict parameters will be signed in case long-term use of these medications is required.

Innovative Urgent Care and Family Health Clinics participate with electronic prescribing directly to your mail order and local pharmacies. Our goal is to assist our patients with prescription requests efficiently and on time. Due to the volume of prescription requests, we have created the following guidelines to help meet these goals.

- It is the patient's responsibility to notify the office promptly when refills are necessary. Approval of your refill may take up to three (3) business days, so do not wait until you have depleted your current prescription. If you use a mail-order pharmacy, please contact us fourteen (14) days before your medication is due to run out. Appointments can be made on the same portal your refill requests are being sent through. Please use the portal for the fastest appointment requests.
- Medication refills will only be addressed during regular office hours Monday – Friday 8:00 am – 5:00 pm. No prescriptions will be processed after our regular business hours, on Saturdays, Sundays, or Holidays. Appointments can be made on the same portal your requests are being sent through. Please use the portal for the fastest appointment requests.
- Prescription refills require close monitoring by your provider to ensure its safety and effectiveness. Your provider will prescribe the appropriate number of prescription refills until your next appointment. Generally, when you are down to zero refills, it is time to schedule a follow-up appointment. We prefer you request any refills of your medications at the beginning of your office visit. Appointments can be made on the same portal your messages are being sent through. Please use the portal for the fastest appointment requests.
- Patients requesting new prescriptions, antibiotics, titrated weight loss medication refills, or ANY controlled substances (testosterone, phentermine, sleep/anxiety aids) MUST be seen for an appointment. NO EXCEPTIONS to this policy. They are not prescribed over the phone because they require an office or telemedicine visit. Please plan accordingly. Appointments can be made on the same portal your messages are being sent through. Please use the portal for the fastest appointment requests.
- Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers or specialists. Appointments can be made

on the same portal your requests are being sent through. Please use the portal for the fastest appointment requests.

- All prescriptions for controlled substances require a face-to-face encounter in the office with only your treating doctor. It is our strict policy that there will be no refills of controlled substances called in over the phone or by an after-hours clinician when the office is closed.
- Due to new insurance and state regulations, controlled pain medications are to be prescribed for a maximum of 7 days. Including prescriptions that are not new or for chronic pain, your insurance may limit you to a 7-day quantity. Quantities over a 7-day supply will require prior authorization. Patients must be re-evaluated in the office for controlled pain medication beyond 30 days. NO EXCEPTIONS.
- Patients are responsible for their controlled substance medication. You will need to be seen in our office every month for controlled medications, as we do not handle long-term pain management.
- We will not refill controlled substance medication prescriptions. If you require a refill of a controlled substance, and you are an established patient (for at least one month), you will be referred to a pain management specialist or other specialist related to your condition.
- Controlled substances/narcotic prescriptions require a follow-up appointment every 30-90 days.
- You will be asked to submit to a urine test to ensure compliance and safety of your controlled substance.
- It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no-shows or cancellations will result in a denial of refills and possible discharge from the practice. Our EHR sends out multiple reminders of your upcoming appointments. It is each patient's responsibility to notify us of needed cancellations. There are many others needing appointments and no-shows limit their ability to access care. A \$25 no-show fee is currently in place. No-show fees must be settled before any future visits will take place. Our no-show fee increased to \$50 in 2023. Appointment cancellations can be made on the same portal your requests are being sent through. Please use the portal for the fastest appointment requests.
- If you have any questions regarding medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed, please contact us immediately. Appointments can be made on the same portal your messages are being sent through. Please use the portal for the fastest appointment requests.
- We reserve the right to charge an administrative fee if there are multiple requests for prescriptions requested outside of a visit.

- When it is medically necessary for our doctors to treat you with a controlled substance, we abide by all local, state, and federal regulations.
- If you are seeking a concierge weight loss management and hormone replacement service, we encourage you to visit www.sanavidawellness.com. That program offers direct and immediate access to Dr. Schanen, APRN using a HIPAA-compliant app for immediate response times for things related to refills and other inquiries. There is a full-time RN on staff who typically responds within 5-10 minutes during business hours. It's a membership-based service for wellness care needs. No sick care is offered under that program. No insurance is accepted for wellness care but may be used for labs and medications.

You can schedule a visit for medication refills by using your [patient_portal](#).

Our providers participate in the Texas Prescription Monitoring Program (PMP). The Texas Prescription Monitoring Program collects and monitors prescription data for all Schedule II, III, IV, and V Controlled Substances (CS) dispensed by a pharmacy in Texas or to a Texas resident from a pharmacy located in another state. The PMP also provides a database for monitoring patient prescription history for practitioners and the ordering of Texas Schedule II Official Prescription Forms.

Pharmacists and prescribers, other than a veterinarian, will be required to check the patient's PMP history before dispensing or prescribing opioids, benzodiazepines, barbiturates, or carisoprodol.

Pharmacists and prescribers are encouraged to check the PMP to help eliminate duplicate and overprescribing of controlled substances, as well as to obtain critical controlled substance history information.

Thank you,

The Team at Innovative Urgent Care