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## PATIENT PRESCRIPTION REFILL POLICY

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Northgate Urology Associates, in order to provide quality care to its patients, has a prescription policy. We would ask that you take the time to review the following explanation regarding this policy. After reviewing, should you have any questions, please feel free to ask the physician or any staff member.

Please review your medication refill needs prior to your office visit, so we may ensure that you have enough medications and you are taking your medications correctly.

If you find you are running low on any medications and will run out prior to obtaining a written prescription at your next scheduled office visit, we will assist you by “calling” your pharmacist with a verbal refill. When you contact our office, we ask that you have the following information available:

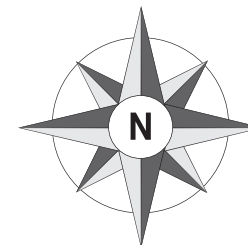
- Please assess your refill needs on all your medications at one time to avoid repetitive calls to the office for refills in any given week.
- Should you absolutely need a “phone-in” refill, please make your call to the office during our regular office hours, Monday through Friday, 8:30 AM to 4:45 PM (excluding holidays) as we will then have access to your medication and dosage records.

- When phoning our office for refills, we will need the following information to relay to your pharmacists.
  - Your full name, date of birth, and current phone number
  - Your current pharmacy name and phone number
  - The name and dosage of your medication(s) to be refilled
  - Quantity approved by your prescription plan; 30, 60, 90 (*excluding controlled drugs Vicodin, Vicodin ES, Percocet, Oxycodine, Oxycontin and Tylenol #3*)

All “phone-in” refills will be triaged to our clinical assistants and called into your pharmacy by 4PM the same day. Any prescription called in after 4PM will be filled the next work day. We will contact you at the phone number provided by you should there be any problem or question regarding your refill.

It is important to follow-up with your physician at recommended times. This enables your physician to ensure that the medications you are taking are indeed controlling your medical condition or if any adjustments in your medications are needed. Should you note that you are overdue for your medical follow-up in our office, your refill will be issued with a smaller amount to be dispensed and with no refills. A recommendation to schedule an appointment will be made at this time.

*We appreciate your taking the time to review this information and thank you for your co-operation.*



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## NORTHGATE UROLOGY ASSOCIATES

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### FINANCIAL POLICY & PRESCRIPTION REORDER POLICY

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