



Prescription Refill Requests

Effective February 12, 2018

1. Prior to each medical and/or psychiatry appointment, please review your medications to see if you will need any refills in the next month. Please request refills at the time of your appointment.
2. We require follow up visits on a regular basis, or as determined by your provider, for all patients taking medications. We expect you to keep these appointments and to follow our cancellation policy of 24 hours in advance. Should you need to reschedule your appointment, please try to reschedule prior to your medication needing to be refilled.
3. Non-controlled prescription refills:
 - Most of the time, we are able to refill your prescriptions electronically with the pharmacy of your choice. Please inform us of the name, address, and phone number of your pharmacy that you would like your refill sent to.
 - If you require a refill before your next scheduled appointment, please call your pharmacy directly and they will electronically send a refill request or contact our office with your request.
4. Controlled substance refills:
 - The Emily Program utilizes EPCS, Electronic Prescribing of Controlled Substances, as the preferred method for prescribing these medications. Prescriptions will be sent electronically to your pharmacy with no paper script required.
 - If your pharmacy does not accept electronic prescriptions, medical staff will assist in coordinating the pick-up of a script as needed. Please bring a form of ID when picking up the prescription from a TEP office.
 - Controlled substances will be prescribed in a safe manner for each patient and documented as to usage.

*For all prescription refill requests, the sooner we know about your needs, the better we can assist you. For all refill requests, please allow a **minimum of 3 business days** for your request to be completed. We will do our best to accommodate additional requests!*

Thank you for your cooperation!