



MEDICATION REFILL REQUEST PROTOCOLS for ESTABLISHED PATIENTS:

ROUTINE MAINTENANCE MEDICATIONS: MEDICATIONS THAT MUST BE TAKEN EVERY DAY. (EX: BLOOD PRESSURE, CHOLESTEROL, DIABETES, ANTIDEPRESSANTS, BLOOD THINNER, DIURETICS) ****NO CONTROLLED SUBSTANCE REFILL REQUESTS WOULD BE SUBJECTED TO THESE GUIDELINES. THESE ARE MONITORED MUCH MORE CLOSELY AND HAVE GUIDELINES OF THEIR OWN****

- Last in-office or telehealth visit over 1 year:

- Schedule the patient an appointment and refill the medication with enough medication to last until the appointment ONLY.

- If labs are required, instruct the patient that labs need to be completed 3-5 days via hospital or 2 weeks via Quest/CHL before the appointment to prevent the patient from having to schedule another appointment to go over results. Schedule lab appointments (Quest/CHL) on Clinical Assistant schedule so an order for labs can be placed or obtain order for labs via hospital for patient.

- If the patient does not keep the follow up appointment (no-show), medication will not be refilled again.

*** If the patient needs to reschedule his/her appointment, ask the patient to abide by our cancellation policy to avoid charges for no show appointments. Medication refills may be extended one time due to a reschedule but will not be extended again.

- Last in-office or telehealth visit 6 mos-1 year:

- Most people requiring routine meds need follow ups every 6 months. Schedule the patient an appointment and give them a 30 day supply (may give enough to last until appointment if no avail appointments within 30 days).

- If labs are required, instruct the patient that labs need to be completed 3-5 days via hospital or 2 weeks via Quest/CHL before the appointment to prevent the patient from having to schedule another appointment to go over results. Obtain



written order for labs (via hospital) or schedule lab appointment (Quest/CHL) on Clinical Assistant schedule so an order for labs can be placed.

- If the patient does not keep the follow up appointment (no-show), medication will not be refilled again.

*** If the patient needs to reschedule his/her appointment, ask the patient to abide by our cancellation policy to avoid charges for no show appointments. Medication refills may be extended one time due to a reschedule but will not be extended again.

- Last in-office or telehealth visit 3 to 6 months:

- Check the patient's last office visit notes for the timeframe of next follow up or the number of refills received.

- 0-3 Month Follow up: schedule an appointment and refill medication with enough to last until appointment.

- 0-6 Month Follow Up: refill enough medication to last until the time frame he/she is due for an appointment only. Encourage the patient to make an appointment while on the phone.

- If labs are required, instruct the patient that labs need to be completed 3-5 days via hospital or 2 weeks via Quest/CHL before the appointment to prevent the patient from having to schedule another appointment to go over results. Obtain written order for labs (via hospital) or schedule lab appointment (Quest/CHL) on Clinical Assistant schedule so an order for labs can be placed.

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-NEW MEDS PRESCRIBED REQUIRE A 3MO FOLLOW UP WITH A PROVIDER TO DETERMINE EFFICACY AND REQUIRE AN APPOINTMENT PRIOR TO REFILL.

PRN (AS NEEDED) MEDICATIONS: MEDICATIONS THAT ARE NOT REQUIRED TO BE TAKEN EVERYDAY OR WERE PRESCRIBED FOR ACUTE SYMPTOMS/CONDITIONS. EX: MUSCLE RELAXANTS, ANTI-INFLAMMATORIES/PAIN CONTROL MEDS (THAT ARE NOT CONTROLLED SUBSTANCES), NAUSEA MEDS (ANTIEMETICS) STEROIDS, COUGH MEDICATIONS, ETC.

- Last in-office or telehealth visit 6 months-1 year:

-Patient will need a follow up visit to get these types of medications filled again. If the patient can't wait until an appointment with a Licensed Provider is available, he/she may seek help at Urgent Care. Explain to the patient that a long term prescription for these medications requires an exam to re-evaluate, determine effectiveness, and it is up to a provider whether the patient should continue use. This visit can be in-person or via telemed.

-Refer to patients' last office visit notes. If a follow up was required within this period, they must schedule an appointment to come in. If they schedule the appointment we will then put in a written request to the provider to request enough of the medication until their appointment. This should be done via "Refill Request Form", uploaded to pt's chart documents in Carecloud, and "tasked" to the appropriate provider who can email or direct chat a response. Please let patients know refill requests take 72 hours to complete. Patients also need to be advised that failing to keep their appointment will result in no more refills.



CONTROLLED SUBSTANCES: ANY MEDICATION THAT IS A CONTROLLED SUBSTANCE II-V IN THE STATE OF GEORGIA. THESE MEDICATIONS ARE MONITORED CLOSELY BY THE DEA AND REQUIRE VISITS WITH A PROVIDER EVERY 1-3 MONTHS AND MUST BE LOGGED INTO THE GA PDMP.

- Patients must sign and follow the Controlled Substance Agreement stating: “I agree that refills of my prescriptions will be made only during regular office hours. No refills will be available during evenings or on weekends. Prescription requests may take up to 72 hours to complete and it is the patient’s responsibility to contact Lake Country Medical Group prior to being out of medication to allow time for a provider to approve their refill request. Patients are required to have an appointment for controlled substance refills; same day appointments are not guaranteed. I understand that a licensed medical provider needs to prescribe the medication(s). In the event my provider is unavailable, any refills authorized by another provider will follow these guidelines: Prescriptions will not exceed 30 days. No dosage or frequency adjustments may be made.”

- Commonly Used Controlled Medications: When in doubt, look it up! Clue words include “anxiety meds”, “ADD/ADHD meds”, “sleeping pills”, “seizure meds”, “pain pills”, “weight loss pill”, ETC. These always, but ALWAYS, require an appointment to be refilled and are up to provider discretion for safe treatment.

Amphetamines: Adderall (Amphetamine salts/dextroamphetamine) Vyvanse, Ritalin, Concerta, Focalin (dexamethylphenidate) ETC

Benzodiazepines: Alprazolam (Xanax), Chlordiazepoxide (Librium), Clonazepam (Klonopin), Diazepam (Valium), Lorazepam (Ativan), Midazolam (Versed), Oxazepam (Serax), Temazepam (Restoril) ETC.

Sleep Aids: Ambien (Zolpidem), Restoril, Halcion, Sonata, Belsomra, Lunesta, Doxepin, Quviviq, Trazodone, ETC

Barbiturates: Butalbital (Bupap), Phenobarbital, Pentothal, Brevital, ETC

Opioid Analgesics: Hydrocodone, Hydrocodone/APAP (Lortab, Norco), Oxycodone, Oxycodone/APAP (Percocet), Tramadol (Ultram), Oxycontin,



Morphine, Oxymorphone, Fentanyl, Methadone, Dilaudid, Hycodan Syrup, Tylenol 3, Codeine, Buprenorphine, Pentazocine (Talwin), ETC

Non-Opioid Analgesic/Antidepressants/Muscle Relaxants: Carisoprodol (Soma), Pregabalin (Lyrica), Antidepressants, ARIs, muscle relaxants (Skelaxin, Cyclobenzepine (Flexeril) etc, Ketamine or other paralytics, and sedatives ETC should all be evaluated by a provider!

CHECK NOTES, CHECK APPOINTMENT HX, CHECK WITH PROVIDER. REFILLS SHOULD PRIMARILY BE HANDLED VIA APPOINTMENT AND REFILLS FOR NEW MEDS AND CONTROLLED SUBSTANCES ARE LIMITED FOR A REASON. MAKE THE PATIENT AN APPOINTMENT TO DISCUSS CARE WITH A LICENSED PROVIDER.

When discontinuing a medication, providers and clinical staff should make the med inactive”in Carecloud to avoid confusion with routine, PRN/acute tx meds, and ESPECIALLY controlled meds.



Policy received by _____

(Patient's Name)

on the _____ day of _____, _____

(day)

(month)

(year)

By signing below I acknowledge the receipt of this policy and accept responsibility as the patient and will adhere to Refill Requests both written or verbalized to Lake Country Medical Group. I affirm I will uphold this policy as it is safe, best practice for both the care of patients and the liability of the licensed medical providers.

Signature: _____