



## Prescription Refill Policy

Please read this policy carefully. This policy is to inform patients of Southeast Medical Group's expectations of refills.

- Prescription refills will be processed within two business days of receipt of request. Refills will not be processed over weekends or on holidays.
  - *Please note: many requests can and will be sent directly to your pharmacy, and they will notify you once completed. Refills that require approval will be sent to your provider, and you will receive a call that day regarding the status.*
- Refill requests received after 4:00 p.m. will be processed the following business day.
  - *Please note: requests made on Fridays may not be processed until the following Monday and will be completed no later than the following Tuesday.*
- Unless otherwise directed by your provider, maintenance medications such as those taken for blood pressure, diabetes, cholesterol, and thyroid will be approved if the patient has had an office visit within the last three months.
  - *Please note: if you are down to a 30-day supply, we ask that you call and schedule your follow-up visit to be evaluated and have your medication adjusted or refilled.*
- Narcotics, other controlled substances, and sleep aids will require a mandatory visit every three months unless otherwise directed by your provider.
- Patients requesting a refill for an antibiotic will need to schedule an office visit.



# Prescription Refill Request Procedures

Please follow the following procedures to request a prescription refill:

- To initiate a medication refill request, call (770) 442-1911, and select **Option 4** for prescription refills and lab results.
- Select **Option 1** for prescription refills
- Leave a detailed voicemail message that includes all of the following information needed to fulfill your request:
  - Patient Name
  - Patient Date of Birth
  - Callback Number
  - Medication Name and Dosage
    - *(Example: Lipitor 20mg)*
  - Pharmacy Name
  - Pharmacy Telephone Number