

## **BASS - Prescription Policy**

- **PLEASE MAKE NOTE OF THE FOLLOWING INFORMATION IN REGARDS TO PRESCRIPTIONS FOR MEDICATIONS**

Our office policy states that we have 96 hours to respond to a medication refill request. Please allow our office this amount of time to send your pharmacy a new prescription and/or refill for your medication. Please do not wait until you have completely run out of medication to contact us for a prescription refill.

- **THE PROPER PROTOCOL FOR GETTING MEDICATIONS REFILLED IS THE FOLLOWING:**
  1. Call your pharmacy (not our office) to initiate the request a week prior to you running out of medication
  2. Most prescriptions are given with multiple refills, the pharmacy will have this information on file
- **THE DOCTORS USE THE FOLLOWING CRITERIA FOR REFILLING MEDICATIONS:**
  1. You must be seen within the last 12 months
  2. You must keep follow up appointments as advised by your physician
  3. The medication must be prescribed by the physician you see in our office, if it is prescribed elsewhere please contact that prescriber to obtain your refill.
- **MAIL ORDER PHARMACIES:** Internet pharmacy that operates over the internet and send the orders to patients through the mail or shipping companies.

If you have a mail order pharmacy you use on a regular basis please let your physician know so you can receive a three month supply. Please contact the pharmacy a few weeks prior to running out of your medication to allow for on time delivery.

Any change to your mail order pharmacy may cause a delay in getting your medication refilled. Please notify our office as soon as a change has been made to help expedite your medication refill. An example of a mail order pharmacy is **Express Scripts**.

- **Specialty Pharmacies:** A pharmacy with expertise in a certain medical condition, such as Multiple Sclerosis
- For certain medications there is a screening process and forms that need to be completed. This process may take up to four weeks to complete.
- Some examples of specialty pharmacies are CuraScript, Accredo, and CareMark.

### **EARLY REFILL FOR VACATION**

- If you are requesting an early refill so that you have enough medication during your vacation, please allow our office one full week to process your request.