

REFILL REQUEST PROTOCOLS for ESTABLISHED FAMILY PRACTICE PATIENTS:

ROUTINE MAINTENANCE MEDICATIONS:

MEDICATIONS THAT MUST BE TAKEN EVERY DAY. (EX: BLOOD PRESSURE, CHOLESTEROL, DIABETES, ANTIDEPRESSANTS)

****NO CONTROLLED SUBSTANCE REFILL REQUESTS WOULD BE SUBJECTED TO THESE GUIDELINES. THESE ARE MONITORED MUCH CLOSER AND HAVE GUIDELINES OF THEIR OWN****

Last FP visit over 1 year:

- Schedule patient an appointment and refill medication with enough medication to last until the appointment.
- If labs are required, instruct the patient that labs need to be completed 3-5 days before the appointment to prevent the patient from having to schedule another appointment to go over results. Send the provider a phone note including the date of the appointment for medication refills so an internal note for labs can be placed.
- If the patient does not keep the follow up appointment, medication will not be refilled again.
- If 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 FP visit 6months-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 before the appointment to prevent the patient from having to schedule another appointment to go over results. Send the provider a phone note including the date of the appointment for medication refills so an internal note for labs can be placed.
- If the patient does not keep the follow up appointment, medication will not be refilled again.
- If 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 FP visit 3 to 6 months:

- Check the patient's last FP office visit notes for the timeframe of next follow up or the number of refills received.
 - 3 Month Follow up: schedule an appointment and refill medication with enough to last until appointment.
 - 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 before the appointment to prevent the patient from having to schedule another appointment to go over results. Send the provider a phone note including the date of the appointment for medication refills so an internal note for labs can be placed.
- If the patient does not keep the follow up appointment, medication will not be refilled again.
- If 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.

REFILL REQUEST PROTOCOLS for ESTABLISHED FAMILY PRACTICE PATIENTS:

Last FP visit 0 to 3 months:

- Check last FP office visit notes to see when patient is supposed to follow up.
- Check to see if the requested medication is something new that requires a follow up within 3 months to make sure it is working.
 - If it is, schedule the patient an appointment and give enough medication to last until the appointment.
 - If not, refill with enough medication to last until timeframe of next follow up date. Make sure the patient knows the approximate time they need to follow up and offer to make the appointment for them if it is approaching soon.
- If 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.

PRN (AS NEEDED) MEDICATIONS:

MEDICATIONS THAT ARE NOT REQUIRED TO BE TAKEN EVERYDAY. EX: MUSCLE RELAXERS (**THAT ARE NOT CONTROLLED SUBSTANCES**), STEROIDS, COUGH MEDICATIONS. BASICALLY MEDICATIONS THAT WILL NOT HARM THE PATIENT TO GO WITHOUT.

Last FP 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 Family Practice is available, he/she may come in to be seen by one of our Urgent Care providers. Explain to patient that a long term prescription for these medications require an exam to re-evaluate and determine their effectiveness and whether the patient should continue use.

Last FP 0 months - 6 months:

- Refer to patients last office visit notes. If 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 phone note to the provider to request enough of the medication until their appointment. Patient needs to be instructed 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 TENNESSE. THESE MEDICATIONS ARE MONITORED CLOSELY BY THE DEA AND REQUIRE VISITS WITH YOUR PROVIDER EVERY 3 MONTHS.

***Patients must follow Satellite Med's 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 48 hours to complete. Patients are required to have an appointment for controlled substance refills; no same day appointments allowed.

I understand that my primary care provider needs to prescribe the medication(s).

In the event my primary care provider is unavailable, any refills authorized by another Satellite Med provider will follow these guidelines:

- Prescriptions will not exceed 30 days
- No dosage or frequency adjustments may be made

REFILL REQUEST PROTOCOLS for ESTABLISHED FAMILY PRACTICE PATIENTS:

Commonly used Controlled Medications:

Adderall

Alprazolam (Xanax)

Ambien (Zolpidem)

Ativan (Diazepam)

Butalbital (Bupap)

Carisoprodol (Soma)

Clonazepam

Fentanyl

Hysingla

Hydrocodone (Lortab)

Lyrica

Lorazepam (Ativan)

Oxycontin

Oxycodone (Percocet)

Phentermine

Testosterone

Tramadol (Ultram)