

## MEDICATION REFILL POLICY

It is the policy of this office that medication will only be refilled during regular office hours. It is the patient's responsibility to monitor their medication and request refills. The medication line hours are as follows: Monday through Friday between the hours of 8 a.m. and 12:00 p.m. Any requests received after the specific times listed will be addressed the following business day. There will be no medication requests on Saturdays, Sundays, holidays, or unforeseen office closures.

In order for your medication request to receive prompt attention, please follow the procedure. Call the main office at (614) 566-7777 and ask for the medication/prescription line. Please leave your full name, date of birth, telephone number where you can be reached, name of the medication needed, the pharmacy name, and the pharmacy number. Failure to leave complete information may result in a delay. The medical assistant will retrieve the message, review the request with a physician, and if approved call the prescription into the pharmacy or call you when the prescription is ready to be picked up. If there are any questions, the medical assistant or nurse will contact you. Some prescriptions cannot be called into the pharmacy and may be picked up by the patient, family member or friend during business hours. If you chose to have your prescription mailed to your home, please allow 7-10 business days for arrival. It is no longer the responsibility of the practice once the prescription has been mailed out and we will not write another prescription until retrieved by mail.

Once the patient has received a prescription, it is the responsibility of the patient to get the prescription filled in a timely manner. **If the prescription or medication is lost or stolen, it will not be refilled.** If the prescription is called in by a nurse or medical assistant, it is also the responsibility of the patient to provide an accurate pharmacy number and pick up the prescription in a reasonable amount of time. It is under the assumption of the OhioHealth Orthopedic Trauma and Reconstructive Surgeons staff and physicians that the prescription is filled and taken as ordered. If the medication runs out due to improper dosing (i.e. taking more medication than instructed on the bottle), refilling of the medication will be at the discretion of the physician.

The patient agrees to:

- Receive narcotics from only one (1) physician
- Keep medications in a safe location
- Follow the directions on the bottle and not use more than directed
- Decrease narcotic medication use as pain improves

Thank you for your cooperation with this matter.

OhioHealth Orthopedic Trauma and Reconstructive Surgeons Staff and Physicians

\_\_\_\_\_  
Print Patient Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient Signature