

Courthouse Family Medicine | Prescription Refill Policy

In order to better serve our patient family we recommend you schedule an appointment to discuss the need for refills and/or adjustments of medications. Also, to ensure the large volume of patient prescription refills is processed in the most efficient and expeditious manner, we are asking our patients to assist us by **calling your pharmacy for all prescription refills**. This will include also your **Mail Order Pharmacy**. The pharmacy will contact our office electronically to continue the refill process.

Please do not wait until the last minute to call your pharmacy. We need at least **48 hours (2 days)** to fill prescriptions. We also encourage you to call your pharmacy before going to pick up your prescription to make sure it is ready.

With regard to controlled substance prescription refill requests (**narcotic refills, sleeping pills, ADD/ADHD and Benzodiazepine medications (such as Xanax, Lorazepam, and Alprazolam)**) that need to be picked up at our office, we ask your cooperation by providing us with at least **72 hours (3days)** notice that you will need a refill.

We will not refill narcotic prescription refill requests after 4:00pm on any weekday, Monday through Thursday, or after 2:00pm on Fridays, or on the weekends.

We encourage everyone to explore another way of getting your prescription refill request processed using the **NextGen Patient Portal**, our patient web portal through our electronic medical record system. The Patient Portal is a fast and efficient way to communicate your medication refill directly to the office. The patient portal also allows you to leave a message for your physician/ nurse practitioner or their nurse. If you would like to join the patient portal please ask one of the staff members at the front desk for your token number! It is quick and easy to sign up; all we need is your current email address.

Thank you very much for your cooperation and for being part of our wonderful Patient Family.