



PEARL PLASTIC SURGERY

Chris Nichols, MD



MEDICATION REFILL POLICY

- Please contact your pharmacy 3 business days before you need a medication refill. Usually the pharmacist can refill your medication if there are refills or they will submit a refill request to our office electronically. It is your responsibility to notify the Pharmacy in a timely manner when refills are needed.

- If you need a refill on a controlled medication, please contact the clinic at least 3 days before you are out and allow 3 days to refill the medication. We will call you when it is ready and you will need to pick up the prescription from our clinic. Please bring Identification with you to pick up the Rx. We will not mail or fax them to your pharmacies. If someone other than yourself is picking up your Rx please call the clinic to let us know ahead of time.

- Medication refills will only be addressed during regular office hours (Monday-Friday 8am-5pm). No prescriptions will be refilled on weekends or Holidays. Your pharmacy may also supply a 3 day emergency supply of certain medications. Please call your pharmacy to verify.

- Refills can only be authorized on medication prescribed by providers from our office.

- Some medications require prior authorization by your insurance. Depending on your insurance this process may involve several steps by both your pharmacy and our staff. The staff and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates. This may take up to 2 weeks.

- It is important to keep your scheduled appointment to ensure that you receive timely refills.

- Repeated no shows or cancellations will result in a denial of refills. All prescriptions require a follow up appointment every 3 to 6 months.

- If you have any questions regarding medications please discuss these during your appointment.



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- If you feel your medication needs to be adjusted or changed please contact us immediately.
- New symptoms or events require a clinic appointment. Your provider will not diagnose or treat over the phone.
- We advise that you use prudent judgment and account for unexpected delays. Thank You for your patience as we work hard to take care of you.

Signature _____

Date _____