Prescription Refill Policy

Effective Date: **November 15, 2026**

- **Plan ahead: Urgent refill requests are handled within 24 hours. Routine refill requests are completed within 5 business days, so please request them at least 5 business days before you run out. Ask your pharmacy to send us a request, or send a request through the FollowMyHealth patient portal.**
- **During visits:** The best time to request refills is at your scheduled appointment.
- **Regular follow-up:** Patients on long-term medications must be seen regularly (generally at least once a year, more often for some conditions) and complete recommended lab monitoring. We may authorize a short supply to bridge you to an appointment.
- **After hours and weekends:** Routine refills are not handled after hours. Controlled substances are never refilled after hours.
- **Controlled substances:** See our Controlled Substance Prescribing Policy.
- **Prior authorizations:** If your insurer requires prior authorization, we will submit it, but approval is up to the insurer and may take several days.