



PRESCRIPTION REFILL POLICY

There are many legal, medical, and ethical issues we must consider and follow when authorizing a continuation of a medication prescription. We have strict policies to protect both you and our providers. **Our staff has been directed to follow these policies for your safety. Please do not ask our staff to make exceptions for you.**

1. We will only refill medications prescribed by Idaho Diabetes & Endocrine Associates, P.A. We will not authorize refills for medications prescribed by another provider. If you have requested that we take over management of these medications, we will be able to continue your prescription for you.
2. **We will not refill a prescription if you have not had an appointment within the last three months.** We must be able to monitor your progress and response to medication on a regular basis to determine if the dose is appropriate.
3. **No refills may be authorized by the staff beyond the follow up appointment date noted by your provider in the progress note.** If you have not been seen by the recommended follow up date, the provider may authorize up to a **one-month** supply. This is to give you time to schedule an appointment with our office or transfer care to another provider.
4. It is important to **report all medications** that you are taking to every provider you are seeing, to avoid potential drug interactions. Carrying a medication list with you is a good idea. You can pick up a medication card from our front desk.
5. **It is your responsibility to notify the pharmacy, which you receive your medications through that you are in need of a refill prior to running out.** The pharmacy will then send our office a notification of your request via fax the necessary steps will be taken to process the request. Please allow 2 business days for your request to be processed.

BLOOD WORK

We do draw blood in our office and send it to a lab for processing. When the results are back they are given to your provider for review and then given to a staff member to either call the patient (if there needs to be any medication changes or an appointment made) or a postcard will be sent. **We will not release results over the phone until all steps have been completed.**

Please note: We no longer do blood draws before your appointment, because we have found that during your visit with your provider there are often times that additional labs need to be drawn.