



Highland Primary Care

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Medication Refill Policy

- It is your responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to two business days. Please be courteous.
- If you use a mail order pharmacy, please contact us seven (7) days before your medications are due to run out.
- Medication refills will only be addressed during regular business hours (Monday-Thursday 8 am - 5 pm and Fridays 8 am - 12 pm).
- Prescriptions **WILL NOT** be refilled on Saturday, Sunday, or Holidays.
- Refills can only be authorized on medication prescribed by HPC providers (providers from Highland Primary Care).
- We **WILL NOT** refill medications prescribed by other providers.
- Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider, or providers staff. The providers and pharmacies are familiar with this process and will handle the prior authorizations as quickly as possible. 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.
- It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations will result in denial of refills.
- If you have any questions regarding your medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed, please contact us immediately.
- If you are experiencing new symptoms or events, you must call our office to schedule an appointment. New symptoms or events require an examination by the provider.

Donna E. Gibson, MSN, FNP-BC/Co-Owner

Mary A. Newton-Butler, MSN, FNP-BC/Co-Owner

Provider's Signature

Patient's Signature

Date