



## Prescription Refill Requests

1. Request refills at the time of your appointment. Prior to each medical and/or psychiatry appointment, please review your medications to see if you will need refills in the next month.
2. Follow-up visits are required on a regular basis (or as determined by your provider) for all patients taking medications. We expect you to keep these appointments. If you must cancel, 24 hours advance notice is required. Should you need to reschedule, please try to reschedule before you will need your medication refilled.
3. Non-controlled prescription refills:
  - Most of the time, we are able to refill your prescriptions electronically with your pharmacy of choice. Please provide the name, address and phone number of your pharmacy.
  - If you require a refill before your next scheduled appointment, call your pharmacy directly and they will electronically send a refill request or contact our office with your request.
4. Controlled substance refills:
  - The Emily Program utilizes Electronic Prescribing of Controlled Substances (EPCS) as the preferred method for prescribing these medications. Prescriptions will be sent electronically to your pharmacy with no paper script required.
  - If your pharmacy does not accept electronic prescriptions, medical staff will help to coordinate the pick-up of a script as needed. Please bring a form of ID when picking up the prescription from a TEP office.
  - Controlled substances will be prescribed in a safe manner for each patient and documented as to usage.

The sooner we know about your prescription refill requests, the better we can assist you. Please allow **a minimum of three business days** for your request to be completed. Thank you.