

Geetha M. Reddy, MD, FACC

Policy: Prescription Refills

New and established patients should be informed and reminded to call the pharmacy or office to request the refills before they run out of the medications. Since only the physician is authorized to refill medication and her office hours are by appointment only she may not be available to respond to the request on the same day.

To process the prescription refill requests efficiently, follow these steps:

- 1) The request is faxed by the pharmacy to the office:
 - Front desk clerk who receives faxed request must call pharmacy to check why the request was not sent through eRX
 - If pharmacy has capabilities to send and receive eRX electronically front desk will ask the pharmacy to process the request electronically discarding fax request.
 - If pharmacy does not have capabilities to receive and send eRX faxed request will be given to Dr. Reddy for approval.
 - ✓ Non-urgent refills will be put in her Urgent Mailbox located on Dr Reddy's desk for approval within 48 hours.
 - ✓ For any urgent medication refills Dr Reddy will be paged by front desk clerk to discuss the medication. In this case make sure you have following information available for Dr Reddy:
 - ❖ history of previous refills
 - ❖ Next scheduled in office appointment
 - ❖ Dosage and milligrams of requested medication found in system vs requested refill dosage

Any authorized medications have to be documented through Telephone Call Template in EHR system. If medication was approved by Dr Reddy and refills were orally authorized, Medical Assistant will be informed and she is responsible for calling the refills in to the pharmacy. No other employee is authorized to call in the refills. If Medical Assistant is out of the office than either Dr Reddy is responsible to call in the medication or she can delegate this task to Office Manager.

2) The patient calls the office for refill

- Instruct patient to call in their pharmacy and ask for eRX request being forwarded to Dr Reddy so she can approve requested medication electronically. It is the most effective way and it is regulated and penalized by Medicare if done any other way
- If oral message with medication request is taken it has to be logged as telephone call in EHR making sure to confirm what patient is currently taking, how many milligrams and how often and checked against records in Medication Module in EHR. If any discrepancies noted Dr Reddy will be notified for final changes and approval.

ANY NEW MEDICATION ON ALL PATIENTS THAT HAS NOT BEEN LOGGED IN MEDICATION MODULE HAVE TO BE AUTHORIZED AND CALLED IN BY DR REDDY ONLY!

Note: If the request for refill is for the patient who's given the prescription by a doctor in the hospital, records will be pulled and scanned into EHR from hospital stay for Dr Reddy's review.

When Dr Reddy is out of town, the assigned by physician office personnel usually Medical Assistant unless differently instructed will respond to the request by following these steps:

1. Only 30 day supply can be given with no additional refills
2. Record given quantity and dosage in Medication Module
3. Send message through Telephone Call to Dr Reddy for review upon her return

Note: When type, quantity or dispensing of drug requested for refill is different from what is in the patient chart call the covering/ on call physician for help in processing a prescription refill