

## **MEDICATION REFILLS**

We require medication management visits on a regular basis for all clients who are prescribed medication. The frequency of your appointments will be determined by your provider. In most cases, your medication will be refilled at your appointment, and you will be given enough refills to last until your next appointment. If you need a refill in between appointments, please follow the protocol below.

- **Non-Controlled Substances**

A prescription with refills as appropriate will be sent to your pharmacy during your appointment. If you require a refill prior to your next appointment, please contact your pharmacy and ***speak with the pharmacy staff directly*** to ensure you do not have any refills *on hold and/or saved to your pharmacy profile/dashboard*.

When refills are sent in too early, the pharmacy places them on hold and, in most cases, will not automatically refill these orders. If you have confirmed there are no orders on hold for you, please contact Serenity via one of the options listed below. *Please allow up to **3 BUSINESS DAYS** for your provider to process your request.* This does not include the time it will take the pharmacy to fill your prescriptions once ordered. **DO NOT WAIT UNTIL YOU ARE OUT OF MEDICATION TO REQUEST A REFILL AS WE CANNOT GUARANTEE SAME DAY REFILLS.** Refill requests will not be processed after hours or on weekends/major holidays.

### **REQUEST A REFILL:**

1. Call your pharmacy first and speak with pharmacy staff.
2. Contact Serenity one of the following ways:
  - Leave a voicemail on the nurse line #952-592-2203 (one voicemail is sufficient) *OR*
  - Send a refill request and/or message through your portal account *OR*
  - Email [psychiatry@serenitybhw.com](mailto:psychiatry@serenitybhw.com)

- **Controlled Substances**

Some medications are strictly regulated by the Drug Enforcement Agency (DEA). These include stimulants (e.g. Adderall/amphetamine-dextroamphetamine), benzodiazepines (e.g. Ativan/lorazepam), and hypnotics (e.g. Ambien/zolpidem). Your provider can only send **ONE** refill at a time for controlled substances; therefore, ***you must request a refill from your provider every month*** via one of the ways listed below. *Please allow up to **3 BUSINESS DAYS** for your provider to process your request.* This does not include the time it will take the pharmacy to fill your prescriptions. **DO NOT WAIT UNTIL YOU ARE OUT OF MEDICATION TO REQUEST A REFILL AS WE CANNOT GUARANTEE SAME DAY REFILLS.** Refill

requests will not be processed after hours or on weekends/major holidays. For controlled substances, if you request a refill too early, the pharmacy will not be able to fill it due to DEA and insurance regulations. Typically, these regulations allow for a refill on day 28 of a 30-day refill, which is a much narrower window than for non-controlled substances.

**\*\*Please note it is increasingly common for pharmacies to run out of certain medications, especially stimulant medications. If your pharmacy is out-of-stock and they do not know when they will receive more, you will need to call around to other pharmacies that are convenient for you and in your insurance network and ask them if they have what you need in stock. When you find another pharmacy that can accommodate your order, please call the nurse line at #952-592-2203 and leave a message with the new pharmacy details, as well as your name and the medication you need resent. Please remember we may not be able to resend the order the same day\*\***

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**PLEASE NOTE: If you are overdue for an appointment, your medication may not be refilled. Please call the clinic at 952-592-2200 to schedule an appointment.**