

To All Our Patients:

We are asking for your help in managing your health care.

When you come to see your doctor for your regular visits, please be aware of the following information.

- Make sure that you have enough refills on your medicines to last until your next scheduled visit. If not, talk with your doctor at the time of your visit.
- Bring all your medicines and any mail order prescription request with you to your doctor visit.
- Any refills for medication that you take on a continuing basis will require an office visit. Any telephone refill will be a two (2) week supply only. Because of the high volume of requests, we regret that we cannot notify you when your prescription has been called to the pharmacy. Please allow two (2) business days for the handling of the prescriptions requests. **There will be at \$10.00 fee for most refills.**
- Any insurance changes that require new prescriptions or authorizations for existing prescriptions will require an office visit.
- These visits will need to be handled Monday through Friday. Please do not wait until you run out of your medicines to schedule your visit.
- Please be aware of your insurance prescription requirements. Have your **formulary – a list of preferred medicines that your insurance carrier will cover** – with you at the time of your visit. This will help our physicians to prescribe medicines that are covered by your plan.

As a reminder, our doctors do not call in new prescriptions/refills for pain medicines or other narcotics (i.e. – cough syrup, etc.) after regular office hours or on weekends.

Thank you for your help,  
Physicians and Staff