

PRESCRIPTION REFILL POLICY

Objective: To define how and under what circumstances a patient may receive a prescription refill given by ABC provider.

Policy: In order for a prescription refill to be authorized, the patient must be compliant with prescribed therapy and up-to-date with their medical office visits.

Procedure:

Upon request from a patient or pharmacist:

- Patient's chart is reviewed to confirm compliance with provider's recommended treatment plan.
- If appropriate, the last therapeutic blood level or laboratory screening is checked for range. If range is not normal, physician must be consulted regarding the request for a refill.
- If the patient is past due for an office visit or laboratory test, a refill may be authorized for a limited time period only. An appointment or lab work must be completed prior to subsequent refills.
- If the patient is in compliance with office visits and laboratory work, a refill will be authorized by the physician for a period not to exceed the amount of time before a recheck would be necessary.
- Narcotics refills must be reviewed by the physician under all circumstances.
- All refills will be documented in the patient's chart and on the patient's medication list.
- The on-call physicians will not refill narcotics under any circumstances.
- All other refills may be authorized for a time period equal to the next available contact time with the primary care provider or office.



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If you would like to discuss a particular situation, please contact our risk management division at 1-888-336-2642 or riskmanagement@psicinsurance.com.