

MAXA INTERNAL MEDICINE REFILL POLICIES

POLICY: Prescription refill requests will be processed within 24-48 business hours of receiving the request. Please allow adequate notice of your need for refills before running out. Below are guidelines for requesting refills:

- Most maintenance medicines such as those for diabetes, blood pressure and cholesterol will be approved if you have had an office visit in the last 3-4 month timeframe.
- Narcotics, controlled substances such as ADD medications and sleep aids, require an office visit appointment every 3 months.
- If you think you may need an antibiotic please speak with the front office to schedule a same day appointment.

PROCEDURE: If you are on a maintenance medication, you may request these refills by using your portal account (you may access the link through our website www.maxainternalmedicine.com) or by calling our office and leaving a voice mail on the refill line. If you are having any problems with your pharmacy please speak with one of the front office staff that answers the phone.