



FULL R-ROBERTS O&GYN & PRIMARY CARE

1020 Bill Tuck Hwy #900, South Boston, VA 24592

Phone: 434-572-8921 Fax: 434-575-1290

R_x PRESCRIPTION REFILL POLICY

The first step to refilling your prescription is to call your pharmacy and request a refill request to be faxed to our office

- No prescriptions will be refilled on Saturdays, Sundays or Holidays by any of our on-call physician for any reason. The on-call physician is to be called for emergencies only. Before you come to your regular appointment, you should look over your medications, diabetes supplies, inhalers, etc. to determine if you need to request any new prescriptions at your appointment.
- Require 1-2 day(s) to process prescription(s) renewal and/or pick-up requests.
- The patient is responsible for knowing when medication(s) will need to be refilled.
- Prescription phone-in/pick-up: Monday-Friday during business hours ONLY (9am-6:00pm). Prescriptions will not be filled for “walk-in” patients (requested by walking into the clinic).
- Any change to your medication treatment plan (increasing or changing medications) will not be made over the phone. It will require a follow-up visit for re-evaluation.
- We do require office visits on a regular basis for all of our patients taking prescription medication. It is very important to have follow-up visit and/or blood work necessary for monitoring the safety or effectiveness of a medication.
- Non-controlled/non-narcotic prescriptions require a follow up appointment every 3-6 months.
- Controlled-substances/narcotic prescriptions require a follow up appointment every 30-90 days.
- New symptoms and/or events require an office appointment. Physician will not make any diagnose via phone and without a thorough physical examination and laboratory testing.
- If you think that you are having an allergic reaction to a medication, call the office immediately or go to the nearest emergency room.
- No early refills if medications are overused/abused/misused. Must follow prescription directions.
- No medication/prescription will be replaced if lost, stolen, misplaced, overused, etc.
- Medications are for the prescribed individual’s use only. It is illegal to “share” your medicine.
- Patient must pick-up his/her prescription(s) in person, unless pre-authorized by staff.

We strive to offer the best services and care for each patient in a timely manner. The above “rules” are essential and necessary to provide a safe and effective use of prescription medications.

Thank you in advance for your cooperation and understanding