



Owen Sound

OSFHT FAMILY HEALTH TEAM

February 1, 2017

NEW PRESCRIPTION REFILL POLICY OF OSFHT 2017

The OSFHT staff receives a large amount of prescription refill requests in the form of calls from patients and faxes from pharmacies. In order to continue providing the highest quality of medical care and ensure your safety, we are implementing a new prescription refill policy, **effective immediately**.

1. Please note that a prescription refill request received by phone from you, or faxed from your pharmacy, will now take up to **SEVEN DAYS to process**.
2. **BEFORE** you come to your scheduled office visit, please look over all of your medications, inhalers, diabetes supplies, nutritional supplements etc. to determine if you need to request refills during your visit with your health care provider.
3. It is **YOUR** responsibility to schedule an appointment **BEFORE** you run out of medication. Please make sure that you have enough medication to last **UNTIL** your next appointment.
4. All patients with chronic medical conditions will require regular follow-up visits at our office. During these visits your health care provider will look for changes in your condition and assess the effectiveness of your medication. It is important to keep your scheduled appointments, even if you have no concerns. This will ensure that you receive timely refills.
5. In urgent situations your pharmacist may be able to provide you with a small amount of medication, providing your medication is for a chronic condition, you are stable on the medication and it is not a narcotic or controlled drug.