



7 Blanchard Circle – Suite 201 • Wheaton, IL 60189 • 630-653-2300

## Prescription Refills

Our doctors fill all prescriptions during face-to-face appointments. Since that is not always possible, we have a special phone extension to request prescription refills – **Extension 490**.

If your doctor has electronically prescribed (e-prescribed) for you, refill requests will come to the doctor electronically.

This voice mailbox is only for prescription requests and not for questions about medications or for appointment requests.

Please speak clearly and leave the following information on Extension 490:

- Patient's name (spell it)
- Patient's Date of Birth
- Medication Name (spell it)
- Dosing
- Number requested
- Pharmacy Name & Location
- Pharmacy Phone Number or Fax Number

Refill requests may take up to 48 hours for processing.

---

**Whenever possible, please ask your pharmacy to fax us a refill request. It is the most efficient way, and it eliminates miscommunication. Our fax number is 630-653-2895.**

---

### Some other guidelines:

Prescription refills called in on Fridays or during the weekend may not be addressed until the following Tuesday.

In any given day, emergencies and appointments will be addressed first; refill requests will be addressed toward the end of the day, and may take up to 48 hours to process.

By law, controlled substance prescriptions (like Adderall, Concerta, Ritalin, etc.) must be picked up from our office or mailed to a patient's home. They cannot be called into the pharmacy for pick up. To avoid running out of medication, please plan ahead to allow for this.

---

### Mail Order Services

Many of our patients want to procure their medication through mail order services to reduce their expense. You may take your written Rx to a local pharmacy or use your mail order service. However, it will be your responsibility to know the parameters of your plan and to make arrangements with your mail order service.

Before or immediately after your first appointment:

- Know your policy. If your policy will accept mail order requests from the doctor's office only, you must fill out the paperwork in advance.
- Prior Authorizations: If the doctor has to fill out forms for various reasons such as to get medication approved as to brand, frequency, etc., there will be a separate charge for this service.
- Plan ahead! Mail order services take time.