

Prescription Refills

Our policy is to fill all prescriptions during face-to-face appointments. Since that is not always possible, we now have a special phone extension to request prescription refills – **Extension 490**. You can also **email us your prescription request** from our website www.allianceclinical.com. Simply select “policies” and then click on the directive for requesting a refill.

Refills emailed or called in on Extension 490 will be addressed first.

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*) _____
Potency _____
Number requested _____
Pharmacy Name & Location _____
Pharmacy Phone Number or Fax Number _____

Prescription requests that include all of the above information will be addressed more quickly

However, since doctors have limited time between patient appointments, refill requests may take up to 48 hours for processing.

Of course, it is always preferred to have your pharmacy 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 substances** (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 direct pick up. To avoid running out of medication, please plan ahead to allow for this processing arrangement.

Mail Order Services

Many of our patients want to procure their medication through **mail order services** to reduce their expense. We certainly can understand that and will provide you with the prescription. You may take this to a local pharmacy or use your mail order service. However, it will be your responsibility (not ours) to know the parameters of your plan and to make arrangements with your mail order service.

Before or immediately after your first appointment:

- Procure a formulary list of medications covered by your insurance company. If your doctor recommends a medication not on your formulary list, you can discuss alternatives with him during your appointment.
- Procure mail order forms for your immediate use. Mail order services take time. Not having the paperwork ready can delay treatment or make it necessary for you to use your local drugstore at an increased expense. Our office will not request forms for you.
- 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.
- 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. Once you are familiar with your pharmacy plan and the medications you will need, set up a timetable as to when to request a script so that the medication will be available from your service at the needed time. It will be your responsibility to make timely arrangements or be forced to go to a local pharmacy and pay the higher costs.