

## Valley Cardiology Prescription Refill Policy

Dear Patient,

In order for us to serve your prescription refill needs efficiently and promptly, your cardiologist asks that you do the following:

1. We ask that you call the office before noon on **Monday, Tuesday and Wednesday** for your refills.
2. When you call for your refill have the following information ready: **Name of medication, dosage, how many times per day, and pharmacy phone number.**
3. Refills will be processed by the end of the day unless a prior authorization is needed from your insurance company.
4. **Please do not call the physician on call after hours or on weekends for refills.**
5. Please understand that pharmacies send us electronic refill messages. When we receive a message from a pharmacy we respond immediately.
6. Occasionally, we do not receive the pharmacy's message. If your pharmacy tells you we have not responded, ask the pharmacy to call us. Chances are we did not get the pharmacy's message.
7. Please call your pharmacy to make sure the medication is ready for pick up before going there to get your medication.
8. Please do not wait until you run out of medication to get your refill.
9. You must see your cardiologist regularly, at least once a year, to continue getting refills of your medication/s.
10. We do not refill medications from other physicians.

Thank you for cooperation in this matter

Dr. Richard Park

Dr. Syed Hasan