

PRESCRIPTION MEDICATIONS

Contact your pharmacy for the smoothest, fastest, and most convenient way to refill your prescription medication.

Most medications will be electronically sent to your pharmacy and will usually be available the same day as your appointment unless they require a prior authorization. Please allow more time if your medication is sent to a specialty or mail order pharmacy, or if your provider advises you to allow for additional processing time. Please check with the pharmacy to ask if your medication is ready.

PRESCRIPTION REFILLS

When a refill of your medication is needed, we ask that you contact your pharmacy with the refill request rather than calling our office. This will allow for more timely and accurate processing of your prescription. Contacting the pharmacy at least 3 days in advance will help ensure you don't run out of your medication. If you use a specialty or mail order pharmacy, or if your medication requires a prior authorization, please allow for more time as processing will take longer than 3 days. Refill requests will only be approved for patients who have been seen within the last year. Depending on the medication, your provider may require more frequent visits and/or lab work. Following your provider's recommendations for follow-up appointments will help ensure smooth processing of your refills.

QUESTIONS

For questions regarding your medication or to leave a message for your provider, you may call us at 757-622-6315. Please be sure to follow the applicable prompts so that your call is routed appropriately. If you would like to communicate with us electronically, we ask that you do so through our patient portal, FollowMyHealth. You may register at www.followmyhealth.com.

