

RAJ SHIWACH, MD PA

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Prescription Refill Policy

When your healthcare provider supplies you with a prescription, he or she may decide to designate a certain number of refills for that medication. The number of refills is left up to the provider's discretion and may depend on what type of medicine you are taking, or how long you have been taking it. Your provider will provide you with enough medication to last until you are to come in to the office for your next appointment. This should ensure that you do not run out of medications before your next appointment, as long as you are taking them as they are prescribed.

The following outlines the current policy at the office of Raj Shiwach, MD PA regarding prescription refills:

1. In general, you should not need to contact the office for prescription refill requests. As stated above, your provider will supply you with enough medication until your next appointment. If your provider has specified that you need to follow up with a face-to-face appointment in a certain amount of time, it is important that you come to the office to be seen as directed.
2. Prescription refills will not be issued if you cannot keep your scheduled appointment, except in extenuating circumstances.
3. If you do encounter an extenuating circumstance (e.g., illness, death in the family, etc.) that prevents you from keeping your scheduled appointment, your provider may allow you a refill that will last until you can be seen in person. **However, any such requests must be made by calling the office. Refill requests called or faxed by your pharmacy will not be processed or filled.**
4. Even in the case of an extenuating circumstance, the office does not guarantee that you will receive a prescription refill. This decision will be left to the discretion of the provider.
5. Raj Shiwach, MD PA and his providers will not refill medications originally prescribed to you by another doctor if the medication was given for a physical health condition (e.g., we cannot refill your diabetes medication if your primary care doctor is out of town).

This policy is in place to promote patient safety and continuity of care. It is important that you see your provider at face-to-face appointments as directed to ensure that your symptoms and medications are regularly monitored.

If you have any questions about this prescription refill policy, please ask your healthcare provider or contact the office at (214) 884-5601.

I acknowledge the policies and procedures outlined above.

Patient Name

Witness