WholeHealth Chicago Patient Policy:

MEDICATION REFILL REQUESTS

MEDICATION (NEW) INITIATION

New medications will only be started with a patient during a visit with an appropriate provider as this is a shared decision that necessitates discussion, informed consent, and guidelines. Your provider will not begin medications based on portal messaging.

MEDICATION (EXISTING) REFILL REQUEST

We have *only* two options for patients to request a refill of their medication:

1. **discuss the refill with your provider during a follow up visit.**

2. **make the request through your pharmacy at which the prescription was initially filled.**

- The pharmacist will then contact us electronically for refill approval.

- refill requests made after 4:00 pm CST on weekdays will not be processed until the following day's shift.

- Please expect up to **three business days** to be processed from WHC due to the availability of your provider and our staff. I*t is the patient's responsibility to monitor your supplies.*

- if holidays or weekends are occurring at the time you're initiating a refill, this will result in a delay of up to **five business days** for us to file a refill (if appropriate) electronically back to your pharmacy.

Calls, voicemails, emails, and portal messages with refill requests will not be addressed by our staff.

- you may leave a voicemail for our clinical support staff's inbox if you need to change the pharmacy to pick up a prescription. Do not make multiple contacts to any WHC location - unless a three business day wait has been exceeded.

If your prescription is a **federally controlled substance (II-V)**, we do comply with the Illinois controlled substance act and the legal procedures. See next.

MEDICATION REFILL REQUESTS - FEDERALLY CONTROLLED

SCHEDULE II-V FEDERALLY CONTROLLED MEDICATIONS

(such as Adderall, Ritalin, Vyanse, Concerta, Dilaudid, OxyContin /Percocet, Demerol, and others)

Due to the high number of prescription-related deaths in recent decades, both state and federal agencies have implemented rules surrounding these prescriptions. The procedures below are not designed by WholeHealth Chicago, but do we adhere to them.

Additionally, Illinois State Law does require our providers to monitor prescriptions for federally controlled medications through the Illinois Prescription Monitoring Program - that allows all providers to see what prescriptions a patient has has received and where/when it was filled.

DEA Regulations prevent refills of Schedule II controlled substances and do expire after 6 months. Schedule III-V prescriptions cannot be refilled more than 6 months after the written date or refilled more than five times, whichever comes first.

Any requests or contacts (voicemails, stopping by in-person at the office, portal messages, etc) will not be addressed by our staff outside of the exact procedure listed below:

- Every 6 months (typically - but earlier timelines are at provider's discretion), patients with these prescriptions are required to present for an in-office visit.

- Prescriptions are available electronically only so expect up to **three business days** to process your request to your pharmacy.

- We may not be able to accommodate last minute schedule add-ons because not all providers have additional DEA licensing for these specific medications - and we cannot make exceptions. Please schedule these in advance. **Refills are never provided early or ahead of schedule - no exceptions.**

- If a patient lives part-time in another state with a permanent IL address, please be aware that the ability to send an out of state prescription or refill is dependent upon individual state laws.

At your office visit, please expect that our providers with licenses to prescribe controlled substances of these classes will review a document called **"Provider-Patient Controlled Substance Prescription."** This co-signed guide ensures the patient is given full information in writing about their prescription and outlines the details of the Controlled Substance prescribing scenario for clarity.