

HERA Health Care MEDICATION Refills request POLICY

Medical assistants, Front Office Receptionists and LVNs are NOT ALLOWED to prescribed or manage your medications. ONLY a licensed provider is allowed to approve refills, or change your medications.

Please think ahead and request all medications refilled at the time of a billable visit.

All medications refills are to be discussed with the physician – a nurse or MA can initiate a refill request but, it requires provider approval and it needs to happen during your visit with the provider.

ANY Changes to your medications that are requested within 7 calendar days from your visit are included and covered by your visit.

We DO NOT ACCEPT refill or phone call requests from a pharmacy – please DO NOT ask your pharmacy to fax us a request. We will not respond.

You, The Patient need to call office and explain why a refill is requested and the day you need it and schedule a call with the doctor to approve your request.

If you have insurance **any changes to your medications that are requested 7 days after the visit are subject to approval only after a conversation with the provider** – this phone call can be scheduled within 2 business days from your request – **this will be a billable conversation with the provider and subject to your insurance coverage.**

If you are a cash patient our cost for a provider phone call medication management is \$45 as long as it is under 5 minutes. Longer phone calls are considered a telehealth visit and will be charged \$125.

If you are paying us for services like laser therapies or Pellet Hormone Therapy, please be aware that paying for such services does not include free medical care for any other conditions.

Asking for medication refills for hormones will be considered a visit and subject to a visit cost – if you are not prepared and ONLY require a refill to allow you time to do labs and schedule an appt, we will charge \$45 and approve 1 month w 1 refill, to allow time to come in or schedule telehealth.

Useful tips:

Please **DO NOT use patient portal or email** to ask for medication refill requests as we check messages daily but addressing portal and email messages is subject to staffing availability and not a priority when we are understaffed, or very busy.

Please do not wait until last minute to ask for a refill as we might not be able to approve requests same day. Also, if you are pressed for time, please do not leave a message about your medication on our voicemail. We check messages a few times a week as staffing allows.

Thank you for understanding and allowing us to help you with your health needs.

HERA Health Care Team