

ALAMO MENTAL HEALTH GROUP **PRESCRIPTION REFILL POLICIES**

Most prescriptions will not be refilled outside of scheduled appointments. If they are needed, then the following rules will be enforced.

Requests for prescription refills are to be called in from 9:00 a.m. to 3:00 p.m., Monday through Thursday. For faster service, please have your pharmacy fax a request form to the office at (210) 614-8165. Any prescriptions called in on Friday will not be handled until the following Monday.

Allow a maximum of 5 days for the doctor to look up the chart and verify the medication as we have numerous requests each day. There is a handling charge of \$10 for refills outside of scheduled appointments. Any prescription refills without a 5-day notice or any emergency refills will have a \$20.00 charge applied. If a prescription is lost, there will also be a \$10.00 charge and the patient will be required to fill out the lost prescription form before the medication can be refilled. These charges are not billed to your insurance and are the patient's responsibility.

Please schedule and keep appointments as directed by your physician. Periodic office visits are required to continue to receive medication in order for your physician to evaluate the effectiveness of the medication, possible side effects, and provide good continuity of care. Failure to keep regular office visits may result in denial of medication refills.

TRIPPLICATE POLICIES

(Ritalin, Adderall, Dexedrine, Concerta, Focalin, Vyvanse, Methylphenidate)

The State of Texas monitors these medications and we must follow certain guidelines. To assist us in processing these "Triplicate" prescriptions, please observe the following instructions:

1. You must call the doctor's office each month in order to receive your next refill. When requesting a Triplicate prescription, please give the following information: patients full name, age, date of birth, address, and a telephone number where you can be contacted when the prescription is ready to be picked up.
2. Allow 5 days for the doctor to pull the chart and verify the medication as we have numerous requests for these prescriptions each week. There will be a \$10.00 handling charge for refills outside of scheduled appointments. You may also have triplicate prescriptions mailed to you, but it is necessary to send them via certified mail, which may cost you \$8.00.
3. You will be contacted when your prescription is ready. State law requires that it must be filled within 21 days from the date written on the prescription. If it expires, the outdated prescription must be returned to the office, and you may be charged a \$10.00 rewrite fee. If a prescription is lost, there will also be a \$10.00 charge and the patient will be required to fill out the lost prescription form before the medication can be refilled.
4. To continue to receive these medications, periodic office visits are required in order for your physician to evaluate the effectiveness of the medication, assess possible side effects, and to provide good continuity of care. Once stable, children should be seen at least every 3-4 months and adults at least every 6 months, unless otherwise directed by your physician.

Thank you for your cooperation