



Alcovy Neurology
3535 Hwy 81S
Loganville, GA 30052
p: 678-905-9625 f: 770-674-5880

PRESCRIPTION REFILL POLICY

PURPOSE:

This policy is to inform patients of the Alcovy Neurology, PC policy for processing of medication refill requests.

POLICY:

Refills will be processed within 3 business days (not including weekends or holidays) of receipt of the request. Refill requests received on Fridays will be processed the following week and will be completed by Tuesday.

Narcotics and other controlled substances such as ADD/ADHD medications, and sleep aids will require a mandatory visit every 3 months unless otherwise directed by provider. Failure to comply with mandatory follow up visits prevents pickup of any other refills or scripts.

Written prescriptions must be picked up within 7 days. Prescriptions not picked up will be shredded.

Our providers utilize the Georgia Prescription Monitoring Program.

PROCEDURE:

1. Please call 678-905-9625 x 6 to request refills of medication. Leave the following information on your voice mail message:

- a. your name
- b. your date of birth
- c. a daytime phone number (in case we need to speak with you)
- d. medication name & dose (example: Lipitor 20mg)
- e. pharmacy name
- f. pharmacy phone number

2. Log into the patient portal at www.alcovyneurology.com, Select My Health, then Medications, then click the request a refill button next to the medication

3. Contact your pharmacy and request they submit a refill request electronically to the office.