



Healthy Starts Pediatrics

MEDICATION REFILL POLICY

- It is the parent's responsibility to notify the office in a timely manner when refills are necessary.
- Medication refills will only be addressed during regular office hours (Monday-Thursday 7am-4pm and Friday from 7am – 3 pm).
- As of October 24th, 2019, it is mandatory that Schedule II drugs (such as ADD / ADHD drugs) be sent electronically using two-factor authentication, and will only be refilled by the prescribing doctor. Please manage your child's medications responsibly so that you will not run out when this physician is out of the office or after-hours.
- The after-hours nursing staff will not return any phone calls regarding non-urgent refills.
- **Our office does not consider ADD / ADHD medication refills to be a medical emergency.**
- No prescriptions will be refilled on Saturday, Sunday or Holidays.
- It is important to keep your scheduled appointments for medication checks to ensure that you receive timely refills or your child's prescriptions may not be refilled.
- Failure to abide by this policy will require that you obtain a new PCP and prescriber for your child.
- **Any abusive language or inappropriate behavior directed at staff who are enforcing this policy (or any other policy) will result in dismissal from the practice.**