

Dermatology, Laser & Vein Specialists OF THE CAROLINAS

PRESCRIPTION REFILL POLICY

Regular office visits are necessary for patients needing prescription medications. Frequency of appointments is dependent on the type of medication prescribed. Due to the large volume of phone calls, we receive daily for medication requests, we ask that you request prescription refills at the time of your scheduled appointment or through the Patient Portal. This helps us provide the highest quality patient care possible.

To request an oral medication refill, if it has been less than six (6) months since your last office visit, or to request a topical medication refill, if it has been less than one year since your last office visit, please call your pharmacy and have them fax your request to our office at (704) 332-6552.

In the event you need to call the office for a prescription refill, please note that it is the responsibility of the patient to notify the office in a timely manner when you need medication refills. We ask that you call at least one week (preferably two weeks) prior to when your medication is due to run out, or two weeks prior if you use a mail-order pharmacy. Please check that you do not have active refills available by looking at the medication label. If you are still unsure if you have active refills, you can also contact your pharmacy.

When leaving a voicemail for a prescription refill request, please leave a clear message including:

- First name and spelling of last name
- Date of birth
- Name of medication, dose and frequency (how many times you take the medication daily)
- Name of the pharmacy where you would like the script to be sent

Please do not leave multiple messages. If you feel that your medication needs to be adjusted or changed, please contact us. Questions regarding medications should be discussed at your appointment with your provider. New symptoms or events require an appointment, so they can be properly addressed by your provider to maintain our standard for patient safety and quality of life.

Please allow 48 hours for the completion of your request.

If the time frame is greater than listed above, you will need to schedule an office visit. Please call us at (704) 375-6766.