

HOW TO REQUEST A PRESCRIPTION REFILL

Check with Your Pharmacy First

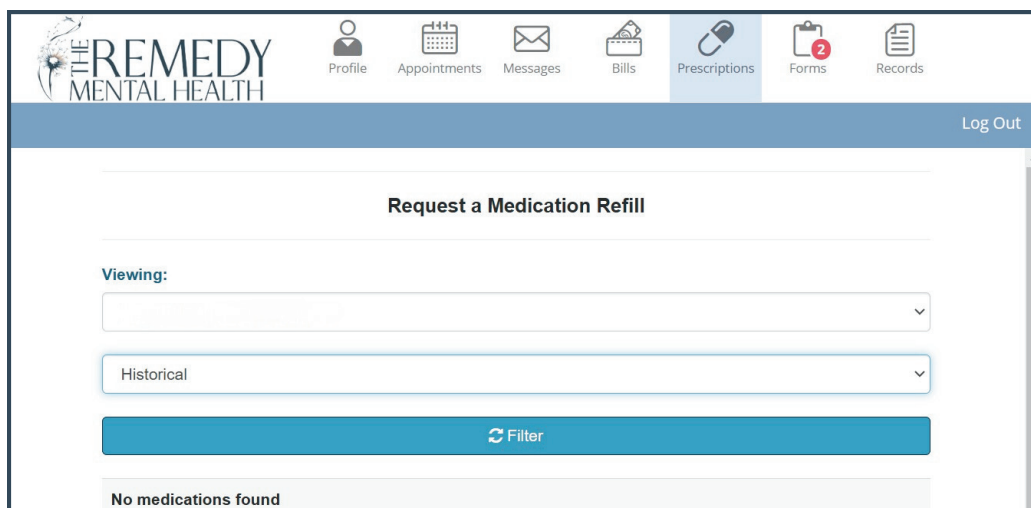
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- Contact your pharmacy to see if refills are already available.
- Many prescriptions are written with authorized refills, meaning the pharmacy can refill your medication when it is due upon your request.
- Some pharmacies offer auto-refill, which automatically processes your refill when eligible.

If You Do Not Have Refills Remaining

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- **If your prescription shows 0 refills, you may request a refill in one of the following ways:**
 - Ask your pharmacy to send a refill request to The Remedy (*preferred*).
 - Submit a refill request through The Remedy patient portal online.
 - Call The Remedy at (952)431-5330.
 - Be sure to include all prescription information, such as medication name, dose, frequency, and whether it is extended or immediate release.



The screenshot shows the patient portal interface for The Remedy Mental Health. The top navigation bar includes icons for Profile, Appointments, Messages, Bills, Prescriptions (highlighted), Forms, and Records. A 'Log Out' button is in the top right. The main content area is titled 'Request a Medication Refill'. Below the title, there is a 'Viewing:' dropdown menu, a search input field, and a 'Historical' dropdown menu. A blue 'Filter' button is located below these elements. At the bottom of the form, it displays 'No medications found'.

Plan Ahead

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- Please request refills at least 5-7 business days before you run out of medication. This allows time for processing.
- When you submit a request to our team we require at least two business days for processing.

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Follow-Up Appointments Are Required

- Ongoing medication refills require regular follow-up appointments with your healthcare provider.
- If a refill request is submitted before the allowable fill date of a controlled substance, or if required follow-up appointments and monitoring have not been completed, the prescription will be held until the appropriate fill date and/or until you have met with your provider to reassess your treatment plan.

Important Reminders

- **Controlled Substances:**
 - Most controlled medications require monthly prescriptions and some pharmacies may allow your prescriber to send multiple prescriptions with future fill dates. Please contact your pharmacy directly to check for any additional prescriptions on file or delays in filling your medication. Delays may be due to factors outside your prescriber's control such as shortages, insurance requirements, or pharmacy policy.
- **Transferring Prescriptions:**
 - Prescriptions with refills may be transferred by contacting your pharmacy.
- **Pharmacy Portals:**
 - Many pharmacies now offer online portals, which allow patients to request medication refills automatically and provide reminders to do so. This can help ensure you don't run out of medication.
- **Pharmacy Discounts:**
 - If you are looking for ways to reduce the cost of your prescriptions, please talk to your pharmacy about your options.
- **Mailed Prescriptions:**
 - Many pharmacies offer the option to have your prescriptions mailed directly to your home. Please check with your pharmacy for details.