PRESCRIPTION REFILLS

Controlled Substances

Changes to the New York State Controlled Substance Act require practitioners to check New York’s Prescription Monitoring Program Registry prior to prescribing a controlled substance in Schedules, II, III and IV.

Some of the changes under the law for refill requests for controlled substances include the following:

- Requests may be made only during regular office hours, Monday through Friday or during regularly scheduled office visits.
- Refill requests will not be honored on nights, weekends and holidays.
- Requests will not be honored if patients run out early, lose a prescription or spill/misplace medications.
- Only written prescriptions will be given and no narcotic prescriptions will be telephoned to the pharmacy.
- Refill requests for controlled substances require at least 2 business days (48 hours) notice to allow enough time for the provider to check and update New York’s Prescription Monitoring Program Registry.
- Patients will need to be seen on a regular basis for monitoring of their controlled substance prescriptions.

To help both providers and patients to comply with the law regarding controlled pharmaceuticals, patients will be required to sign a Pain Management Agreement with their provider. A copy of which is included for your review.

All Other Prescription Refills

- We require 48 hours (2 business days) notice for refills. Please plan accordingly.
- When renewing routine prescriptions, please contact your pharmacy and ask them to request your renewal. Please allow 48 hours.
- If you will run out before 48 hours, please let your pharmacist know so they can indicate that on the renewal request.
- If you need to refill a mail order prescription, please send in a self-addressed stamped envelope with your name, address and your date of birth. You must include the name, the strength and the dose of the medication and we will process that claim as soon as possible. Please allow 48 hours.
- If you fail to include any of the required information, we will not be able to process your mail order request.