



## **PRESCRIPTION REFILL POLICY**

We highly encourage all patients to communicate medication refill request during scheduled appointments or through the patient portal.

If you need a refill between office visits, all refill request **MUST** come from the pharmacy or thru the Follow My Health patient portal.

Please contact your pharmacist and ask them to send an electronic refill request. e-Prescribing significantly reduces the time the patient has to wait at the pharmacy.

**\*\*Exceptions to this rule are controlled medications:** These prescriptions are now required to be printed on special stationary and given to you to take to your pharmacist.

Also be advised that all prescription refill requests are typically reviewed by the providers at the end of the day.

### PLEASE NOTE:

If for any reason you need a prescription refill that cannot wait until the end of the business day; this request will be completed within an hour. However, there will be a \$50.00 charge for this expedited service which will be settled over the phone with a credit or debit card at the time of your request.

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