

1595 Cottage St NE

Salem, OR 97301

503.991.5091

**Journeys Medication Refill Policy**

* It is important that you attend all of your appointments with your Nurse Practitioner to monitor your progress and make any necessary adjustments, so that you can get your medication as needed before you’re out of your medication.
* It is your responsibility to know what medication you have, and when they will need to be refilled.
* Plan ahead. Before attending your appointments, look to see how much medication you have so you and your prescriber can be sure that you don’t run out before your next visit. If you are running low and your appointment is further out than the amount of medication that you have, you should contact your pharmacy first. If the pharmacy reports that there are no refills, please request that they fax a refill request to our office at least 5-7 business days before your medication runs out.
* No starting a new medication, increasing, or changing of dosages will be completed over the phone unless previously discussed in session with your PMHNP.
* No prescriptions will be refilled after business hours (after 5:00pm). We will not refill your medication on Saturdays, Sundays, or holidays.
* Please remember that your nurse practitioner is here 1 day a week, on Wednesday. It is your responsibility to keep track of where you or your child stand with how much medication you have remaining. If you wait to call for a refill when you or your child is out of medication, you may have to wait several days before you can get your refill.
* Federal law requires that certain medications need a new, original prescription written by your prescriber each time the medication is dispensed for controlled substances. It is not possible to have a stimulant prescription with refills. Please be sure to schedule your appointments to occur just before the medication will be done, so your prescriber can write you a new prescription. If you are unable to attend an appointment in time to receive a newly written script, please call our office with 5-7 days’ notice to request that the provider write a new prescription for you. When you call, please have the name and dosage amount of the medication available to tell the staff.
* If a client no shows or late cancels their last appointment, they must schedule within two weeks and attend the session. Refills, if needed, will be given for two weeks (or PMHNP’s next available appointment) in order to give the client time to schedule and be seen, unless it is the agency that cannot get them in within two weeks. No further refills will be authorized until the client is seen.
* When picking up a prescription at the front desk, you will be asked to provide identification (even though we may see you often).

I agree that I have read and understand the information above

Client Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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