

Stepping Stones Psychiatric Care Medication Refill Policy

Stepping Stones Psychiatric Care participates with electronic prescribing directly to your local pharmacies. Our goal is to assist our patients with prescription requests in an efficient and timely manner. Due to the volume of prescription requests, we have created the following guidelines to help meet these goals.

1. It is the patient's responsibility to notify the office in a timely manner when refills are necessary outside of regular refills prescribed during appointments. Approval of your refill may take up to **three (3) business days**.
2. Medication refills will only be addressed during regular office hours (Monday – Thursday (9:00am – 5:00pm) and Friday (9:00am – 3:00pm). Please notify your provider on the next business day if you find yourself out of medication after hours. **No prescriptions will be refilled on Saturday, Sunday or Holidays.**
3. **NO PRESCRIPTIONS WILL BE SENT TO OUT-OF-STATE PHARMACY unless first approved by prescriber and ONLY in emergency situations**
4. Prescription refills require close monitoring by your provider to ensure its safety and effectiveness. Your provider will prescribe the appropriate number of prescription refills to last until your next scheduled appointment.
5. Patients requesting new prescriptions must be seen for an appointment either by telehealth or in-person.
6. Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.
7. Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider and may take up to 72 hours to complete. The providers and pharmacies are familiar with this process and will handle the prior authorization as quickly as possible. Only your pharmacy is notified of the approval status. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates.
8. It is important to keep your scheduled appointment to ensure that you receive timely refills. **Repeated no shows or cancellations will result in a denial of refills.**
9. If you have any questions regarding medications, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed, please contact us immediately.
10. We reserve the right to charge an administrative fee for if there are multiple requests for prescriptions requested outside of a visit.
11. **A police report is required if a medication refill is requested for a controlled medication due to being lost or stolen.**

Our providers participate in the Pennsylvania Prescription monitoring program.