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### **MEDICATION REFILL POLICY**

Capital Area Internal Medicine participates with electronic prescribing directly to your mail order and local pharmacies. Our goal is to assist patients with prescription requests in an efficient and timely manner. However, due to the volume of prescription requests, we have created the following guidelines to help meet these goals.

**Capital Area Internal Medicine is no longer accepting medication refill requests by phone. All medication refill requests now require a follow-up appointment with one of our providers, at which time, your refill request will be submitted.**

1. Prescription refills require close monitoring by your provider to ensure their safety and effectiveness. Your provider will prescribe the appropriate number of prescription refills to last until your next scheduled appointment. Generally, when you are down to zero refills, it is time to schedule a follow-up appointment. We prefer that you request any refills of your medications at the beginning of your office visit.
2. It is the patient's responsibility to notify the office to schedule a follow-up appointment, in the event you need a medication refill.
3. Patients requesting new prescriptions, or antibiotics must be seen for an appointment. They are not prescribed over the phone because it generally requires an office visit.
4. Refills can only be authorized on medication prescribed by providers from our office. We will not refill medications prescribed by other providers.
5. Some medications require prior authorization. Depending on your insurance, this process may involve several steps by both your pharmacy and your provider. 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.
6. 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.
7. 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.

*I, the undersigned, understand that Capital Area Internal Medicine will not take medication refill requests by telephone or by automated pharmacy refill requests. All medication refill requests require a follow-up appointment, at which time your medication refill request will be submitted.*