

# KCA NEUROLOGY

## FRANKLIN | HERMITAGE | CLARKSVILLE

### MEDICATION REFILL POLICY

We would like to inform you of our company policy, which is designed with your safety and well-being, as well as ours, in mind. In accordance with these policies, **prescriptions are to be discussed and prescribed exclusively during scheduled appointments.** To ensure the seamless management of your medications, we kindly request that you update your preferred pharmacy or any specialty pharmacies during your visit or by contacting us via phone or text.

**As part of your responsibility as a patient, please inform us of the need for any prescription refills at the time of your appointment.** Should you encounter any issues or have questions regarding your medications, do not hesitate to get in touch with our office. We are committed to assisting you in finding the most appropriate solution. It is important to note, however, that we are unable to make adjustments to or prescribe medications that are under the management of another healthcare facility.

If a prescription refill is needed between appointments, then we appreciate your understanding and cooperation in allowing us 1-3 business days to process this request.

To continue receiving controlled medications, you will be scheduled for appointments every 3 or 6 months, depending on the specific medication. This requirement aligns not only with our internal policy but also with federal law, which mandates regular patient visits for those receiving controlled medications.

Your health and safety are our top priorities, and we appreciate your adherence to these policies as they are put in place to provide you with the highest level of care and to remain in compliance with applicable regulations.

Thank you for entrusting us with your healthcare needs.