

Requesting Prescription Refills

3 Steps to Hassle-Free Refills & Renewals

If you are a patient of one of our Physician Practice Services primary or specialty care offices, and need a routine prescription refill, please contact your pharmacy directly and request a refill. Your pharmacy will contact your health care provider's office on your behalf - no need to contact your provider's office directly.

1 Time for a refill or renewal?

Call your pharmacy a week before you run out of your medication. The pharmacy will know if you can get a refill or if you need a renewal.

2 Keep your most recent medication bottle!

The label on your prescription bottle shows (*see other side for more information*):

- Refills remaining
- Prescription expiration date
- Prescription number
- Important dosing information

3 Call your pharmacy first.

Always call your pharmacy first. They can refill a prescription or request a renewal from your doctor if no refills are left. If you have one (1), or no refills remaining, please call your provider's office to schedule a follow-up visit. Lab work may be required before your prescription can be renewed.

Understanding Your Prescription Label

Below is a sample prescription label. Highlighted are the important facts your pharmacy may ask you for when calling to refill a prescription.

- 1 The prescription number
- 2 The date of your last refill
- 3 The number of refills left on your prescription
- 4 The expiration date of current prescription

Rx Pharmacy
123 Main Street, Anytown, USA

Rx: 1368094 **Date Filled: 4/18/18**

JOHN SMITH
TAKE ONE (1) TABLET EVERY SIX (6) HOURS AS NEEDED

ASPIRIN 325 MG TAB
QTY: 30

4 Refills before 4/17/19

Dr. Jane Doe

You can also request a prescription renewal through the My Frisbie CONNECT patient portal. Simply log in to your account and then click on the Medications tab. All current medications will be listed here. To renew a prescription, click on the medication that you want to renew and then click on the Request Renewal button to the right.