PRESCRIPTION MANAGEMENT POLICY 2026

We are a small but dedicated team caring for a community of over 600 patients. Your health is our priority, and these guidelines exist to help us serve you — and every patient in our care — with the attention and accuracy you deserve. Please read carefully and sign at the bottom.

PROCESSING GUIDELINES

To ensure timely processing of all prescription requests, please note the following:

- **Refill Requests: Please contact your pharmacy first.** Your pharmacy will send the refill request to our office by fax, which starts the processing window. Calling our office first may delay your refill.
- **Processing Time: Allow 48–72 hours for all prescription requests** — both refills and new prescriptions — during regular business hours. For refills, this window begins once we receive the fax from your pharmacy. For new prescriptions, processing begins following your appointment.
- **Planning Ahead:** Request refills before your medication supply runs out, and anticipate that new prescriptions will not be transmitted to your pharmacy immediately following your visit. Last-minute requests may result in delays that could interrupt your treatment.
- **Pharmacy Coordination:** Please ensure your preferred pharmacy name, location, and phone number are on file with our office prior to your appointment to avoid delays in transmission.
- **Office Schedule:** Our clinic is closed on Mondays, and our medical assistant is not available on Thursdays, which may extend processing times for requests received on or around these days.
- **No Same-Day Service:** Same-day processing is not available for refills or new prescriptions under any circumstances, with the exception of acute emergencies. All requests require our standard 48–72 hour processing window.
- **Controlled Substances:** New controlled substance prescriptions may require additional review and authorization and could take longer than the standard processing window.

PRESCRIPTION RENEWAL REQUIREMENTS

To maintain any ongoing prescription, patients must complete required bloodwork and attend standard follow-up appointments as outlined below. This is a non-negotiable requirement for safe, ongoing care.

- Testosterone prescriptions require testing and follow-up visits **every 6 months by law.**
- All other hormone prescriptions require bloodwork and follow-up visits typically one year from your last visit.
- All other ongoing prescriptions are typically valid for one year from your last visit, with bloodwork and follow-up as clinically indicated.
- Prescriptions cannot be renewed without appointments if your condition has changed or if visits are overdue.
- An appointment is required for all new prescriptions.

PATIENT RESPONSIBILITIES

While we offer you the courtesy of a reminder call, text, or email, it is ultimately your responsibility to track and schedule appointments for blood draws and follow-up visits for prescription renewals/refills. Non-receipt of a reminder does not excuse missed appointments.

- Schedule laboratory work and your follow-up appointment **at least two weeks prior to running out** of your current prescription.
- Ensure timely completion of required labs **at least two weeks** before your scheduled appointment.
- Maintain consistent compliance with monitoring protocols.

PARTIAL FILL POLICY

If you cannot complete required labs in a timely manner, we will issue a **one-time** partial fill of your prescription to ensure continuity of care. This accommodation will only be provided **ONCE**, regardless of circumstances, as part of our commitment to safe prescribing practices.

Important Notice: Failure to meet these requirements — including completing labs and a follow-up visit after receiving a partial fill — will result in discontinuation of prescriptions and may result in termination of care at our practice. We cannot provide refills or extensions without current lab results and a documented clinical assessment.

The safety and effectiveness of prescription therapy depends on regular monitoring. These requirements are in place to protect your health and ensure responsible prescribing practices.

RELATED FEES

- Bridge/Holdover Fee: $85
- Acute Rx Fee: $65

PROFESSIONAL CONDUCT REQUIREMENT

We are committed to providing compassionate, quality care in a respectful environment for all patients and staff. We will not tolerate raised voices, yelling at staff members, or disrespectful behavior — particularly when such behavior stems from a patient's lack of planning or failure to follow our clearly outlined policies. Any such conduct will result in immediate termination of care from this practice. We expect all patients to treat our team with the same courtesy and professionalism that we extend to you.

I have read and understand the Prescription Management Policy of Larrea Naturopathic Medicine and agree to follow it. I understand that failure to meet these requirements may result in discontinuation of my prescriptions and/or termination of care.

PATIENT ACKNOWLEDGEMENT

Patient Name (please print)	Date of Birth
Patient Signature	Date
If signed by parent/guardian or legal representative: Printed Name & Relationship	Date