

**OUTPATIENT PSYCHIATRY SERVICE
MEDICATION REFILL POLICY**

Part of good care is monitoring the effects of medications. Medications are best managed during an appointment. **To avoid running out of medication, please make an appointment within the timeframe your clinician recommends.**

Occasionally, appointments have to be made for a later date. If this happens, plan ahead to make sure you have enough medication. These are our medication refill policies:

1. To ask for a refill, please call us directly at **617-355-6680** or submit an RX Renewal request through the MyChildren's Portal. Please do not rely on your pharmacy to ask for a refill for you.
2. We work on refills during normal office hours only.
3. To get a refill, you/your child must have a scheduled appointment.
4. Allow at least **2 business days** (48 hours) to get a refill. Call your pharmacy directly to find out if the refill is ready.
5. Some medications need a prior authorization from the insurance company. (A prior authorization is also called a "P.A.") If you need a prior authorization, please call us at **617-355-6680**. This process can take **several days**.
6. For safety reasons, medications are only given to patients who regularly come to appointments. If there is a **pattern of missed or rescheduled appointments**, we may not be able to refill a medication. Your clinician may require an office visit before giving more medication.