



The Pisgah Institute

For Psychotherapy and Education, P.A.

158 Zillicoa Street, Asheville, NC 28801 - Phone (828) 254-9494 - Fax (828) 250-0890

Medication Prescribing Policies and Procedures

General Prescription Policy and Guidelines

- There is a **3-business day/72-hour** processing time for prescription requests, including refill requests.
- There is a \$15-30 charge per prescription including refills, written, called in, or faxed, outside of a scheduled appointment.
- Check with your pharmacy 3 business days/72 hours after your request to see if the prescription has been processed **before** calling our office back. Repeated requests and communications increase processing time.

Mailed Prescriptions

- There is a \$15.00 charge to mail prescriptions via certified regular mail. This charge must be pre-paid.
- There is a \$35.00 charge to mail prescriptions overnight via Fed-Ex. This charge must be pre-paid.

Weekend Prescription Requests

- No prescriptions for controlled substances will be considered on weekends.
- Requests for refills that are received after 12 P.M. on Friday will not be called in until Monday at the earliest.

Requesting Refills

- Most refill requests will not be processed until after the doctor has finished seeing patients for the day.
- Call our office between 9:00 A.M. and 4:30 P.M. Monday through Friday.
- Give refill information to the Prescription Coordinator either over the phone or on voicemail. That support-staff member will coordinate the communication with your doctor.
- **Do not leave refill requests on your doctor's voicemail.**
- **You may also request refills through the patient portal by selecting the Medications tab and then clicking on the Request Medication Refill button.**

Requesting Early Refills

- The psychiatrist may not be able to prescribe or authorize an early refill.
- We may not be able to replace misplaced or stolen prescriptions until the date that the medications would be expected to run out if used according to the prescription.
- If your prescription (filled or unfilled) has been stolen, a police report must be obtained showing the prescription form or medication stolen before it will be reissued or refilled early.
- Early refills are charged \$15-30 per prescription including refills, written, called in, or faxed, outside of a scheduled appointment.

Requesting Prescriptions for Same-Day Processing

- Only emergency prescriptions will be considered for same-day processing.
- Processing and mailing charges stated above are applicable.

How No Shows or Late Cancellations Affect Getting prescriptions

- After 2 no-show or late-cancellation appointments, you must pay the charges before another appointment will be made or before a prescription will be given.