

August 28, 2017

To all of our patients,

Because of complications with the statewide electronic prescribing program, there have been problems with communication between the pharmacies and our clinicians. To solve the problems that have resulted for patients, we have developed a new policy regarding prescription refills that will eliminate the confusion. Please see the policy below.

Thank you for your attention to this new development.

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Center for Advanced Psychiatry

UBMD Psychiatry

Automatic Refill Policy

At this time, because of the statewide change to electronic prescribing for all medicines, UBMD Psychiatry will not be able to respond to automatic pharmacy refill requests for medications. This policy helps ensure prescribing accuracy and efficiency. We often need to make adjustments to the medication regimen and this means changing or modifying previous prescriptions. As a result, we are often flooded with requests for prescriptions that are erroneous or outdated.

What this means for you:

1. Check to see if your prescription bottle has a REFILL. If it does, **CALL YOUR PHARMACY** for a new bottle.
2. If there are NO REFILLS on the prescription bottle, call **OUR OFFICE** at 716-835-1246 to request a refill.
3. We need adequate time to process prescription refill requests. We require **3 business days** to allow for processing the prescription by us and the pharmacy. This will limit the potential for any disruption in obtaining your medication.