

Rx PRESCRIPTION REFILL POLICY

Effective Immediately

- No prescription refills will be filled on Fridays, Saturdays, Sundays or Holidays.
- The patient is responsible for knowing when medication(s) will need to be refilled (no early refills).
- If you receive medication from the work-comp pharmacy here at Suburban Orthopaedics, please contact the office and leave a message Monday-Thursday during business hours for a refill request.. Prescription/refills will **not** be filled for unauthorized walk-in patients. Please call **630-372-1100** for your refill.
- If you receive your medication through a pharmacy please contact the pharmacy Monday-Thursday for your refill so a refill request can be faxed to our office.
- Controlled substances/narcotic prescriptions require a follow up appointment every 30-90 days.
- New symptoms and/or events require an office appointment. The provider is unable to diagnose via the telephone.
- No medications/prescriptions will be replaced if lost, stolen, misplaced, overused etc. (*treat it like money*)
- Medications are for the prescribed individual's use only. It is illegal to "share" your medicine.
- Patient must pick-up his/her prescription(s)/medication(s) in person, unless pre-authorized by staff.

We strive to offer the best services and care for each patient in a timely manner. The above "rules" are essential and necessary to efficiently manage a busy office. Thank you for your cooperation and understanding