



**northside
pediatrics**

Medication Refill Policy

Northside Pediatric Associates requires at least 48 hours advance notice for any medication refills, though we make every effort to complete them as soon as possible. There are two ways to request a refill:

- Send a portal message requesting a refill with the medication name clearly identified.
- Call our office during normal business hours. Please be sure to give detailed information about the patient and identify all medications that need refills.

Please do not page the on-call physician after hours. Routine medications will not be refilled after hours.

To refill a medication, the patient must be **up to date with all routine wellness exams and any required medication follow up visits**. If the patient requires a refill prior to the required appointment, we reserve the right only to fill the prescription up to that appointment date. If that appointment is not kept or rescheduled, we reserve the right not to fill the prescription until the visit occurs. It is under the discretion of the patient's primary care physician to approve or deny any medication refill requests.

If an electronic prescription cannot be filled due to lack of supply, parents/guardians must call around to locate a pharmacy with the medication in stock in order for us to resend it.