

COMMUNICATION AND PRESCRIPTION REFILL POLICY

The physicians of Western Washington Arthritis Clinic each see patients four days a week, 10 hours a day, as do their Medical Assistants.

When they are not in the office, each assistant has a voice mailbox to take non-emergent incoming calls from patients and pharmacies. It is important for you to allow time for your prescriptions to be filled before running out. Our policy is to allow 48 business hours for common prescription refills. Please remember that some insurance companies require pre-authorization for various medications, and that may extend the time required to fill them.

There will be no pharmacy phone calls answered for medication refills after hours, on weekends, or holidays when the office is closed. The Answering Service will NOT pass on refill messages to the on-call physician.

If you are on a Schedule 2 medication that requires you to hand carry the prescription to the pharmacy, please look it over before you leave the office, as they can only be re-written during business hours. *It is very important that you remember there are 48 business hours needed for refills and to plan accordingly.*