



Prescription Refill Policy

WWMG Everett Family participates in electronic prescribing directly with your local pharmacy and/or mail order pharmacy. Our goal is to assist our patients with prescription requests in an efficient and timely manner. Due to the volume of prescription requests, we have created the following guidelines to help meet these goals.

1. It is the patient's responsibility to notify their pharmacy directly in a timely manner when refills are needed. Approval of your refill may take up to three (3) business days, so do not wait to call until the prescription is empty. If you use a mail order pharmacy, please contact your pharmacy fourteen (14) days before your medication is due to run out.
2. Medication refills will only be addressed during regular office hours (Monday – Friday 8:00 AM to 4:00 PM). Please notify your provider on the next business day if you find yourself out of medication after hours. We do not refill prescriptions on weekends or holidays.
3. Medication refills require close monitoring by your provider to ensure safety and effectiveness. Your provider will prescribe the appropriate number of prescription refills to last until your next scheduled appointment. Generally, when you are down to zero refills, it is time to schedule a follow up appointment.
4. Patients requesting new prescriptions or changes to their current prescriptions must be seen for an appointment with their provider.
5. Refills can only be authorized on medication prescribed by the providers in our office. We do not refill medications prescribed by other providers who do not work in our clinic until you have been seen by one of our clinic providers.
6. Some medications require a prior authorization through your insurance company. Depending on your insurance, this process may involve several steps and can take up to

seven business days. If approved, we receive notification from your insurance company then send the approval to your pharmacy to fill the prescription. Generally, your pharmacy will contact you when the prescription is ready for pick up. Your provider cannot guarantee that your insurance company will approve the prescription. You can check with your insurance company for any updates on the request or if you have questions.

7. It is important to keep your scheduled appointments to ensure that you receive timely refills. Repeated missed appointments or cancellations will result in a denial of your refills. Failure to complete labs may cause delay or denial of prescription refills.
8. We are not accepting any new chronic pain management cases.