

PRESCRIPTION POLICY

All requests for prescription refills must be made with 48 hours or 2 business days advance notice. Windermere Family Medicine & Urgent Care will make every effort to refill your prescription within 24 hours.

Refills will not be made while the providers are busy with scheduled appointments and/or surgery, or on weekends.

Narcotics (controlled substances) will NOT be refilled after regular office hours (5PM) or on weekends. If you have not been seen by your doctor in a month, you need to make an appointment to be seen for your refill according to the required time of your prescription.

When requesting your medicines, please contact Windermere Family Medicine at 843-766-9053. If leaving your information on voicemail, please leave:

- Your full name
- Your date of birth
- The name of your medication and its dosage
- The phone number for your local pharmacy
- Your phone number

After hours (5PM) or weekends, please call your pharmacy and have them fax us a refill order to be signed by our doctor. Our fax number is: 843-766-8853.

If you feel dizzy, nauseated or itchy after taking medication, you are advised to contact your doctor's assistant for further instruction. If you feel the medications are not adequate for relief of your pain, discuss this with the physician or his assistant. **DO NOT** increase the prescribed amount of medication without a physician's permission.