

# **IMPORTANT NOTICE REGARDING** **MEDICATION REFILLS**

To ensure your medications are refilled promptly and without unnecessary delays, we want to share the most effective ways to request a refill — in order of preference.

**The best time to request a refill is at your office visit.** Our providers review your medications at every appointment and can address refills directly and efficiently while you're here.

**If you need a refill between visits, please ask your pharmacy to send a refill request electronically through our EMR system.** Most pharmacies support this — simply let them know we are on the eClinicalWorks network. *Please do not ask your pharmacy to call or fax us.*

**If your pharmacy cannot send an electronic request, please text our office directly** at 813 333 5080. We kindly ask that you text rather than call, as this allows our team to respond efficiently. Do not contact us by phone solely for refill requests.

**Important policy regarding appointments:** If you do not have a future appointment scheduled with us, refill requests will not be processed. If you cancel an appointment and do not reschedule, we will be unable to refill your medication until you do.

**Please note: We no longer accept paper fax refill requests from pharmacies. Due to the high volume of faxes we receive daily, any fax refill requests will be deleted without processing.**

Please make every effort to ensure your medication supply lasts until your next visit. Thank you for your cooperation in helping us deliver timely, efficient care.

— *Sunshine Rheumatology & Arthritis Center*