



Dr. Michael J. Rensch

## **Patient prescription refill policy**

**Dear Patients,**

**We encourage you to monitor your prescriptions very carefully. Please submit your refill requests no fewer than 3 days before your medication runs out.**

**For prescription refills, you must call your pharmacy and request that they send a refill request to our office. If a prescription requires a prior authorization from your insurance company this process may take longer, but we be handled in a timely manner. All insurance companies vary in the length of time it takes to process authorizations. It can take anywhere from one to five days. You will need to call your pharmacy to find out if the prescription has been filled.**

**Our office will not refill a prescription for a patient who has not been seen in the last year. It is important for our office to be able to monitor patient progress and use of medication, therefore the office is unable to refill prescriptions for patients who have not been seen within the last year or have not had appropriate follow-up visits.**

**Sincerely,**

**Hill country digestive health**