

## Principles of Optimal Management of Prescription Refills

- 1) Write for the maximum amount and maximum number of refills consistent with patient safety
- 2) Ask patients to call their pharmacist when refills are needed
- 3) Ask pharmacists to fax patient requests to your office for approval
- 4) Train nurse or medical assistant to handle most refill requests
- 5) Fax approvals back to the pharmacist
- 6) Call patients on denials
- 7) Ask the pharmacist to notify the patient when the prescription is ready

### **Caveats:**

- 1) Refill protocols should provide general guidelines only. Rigid protocols result in more errors and/or clinician time
- 2) Electronic medication management systems including EHRs save a typical practice more than \$400 per week because of improved availability of records