

**Written Notice of  
The Pisgah Institute's  
Medication Prescribing Policies and Procedures**

**General Prescription Policy and Guideline**

- There is a 72-hour processing time for prescription requests, including refill requests.
- There is a \$15 charge per prescription including refills, written, called in, or faxed outside of a scheduled appointment.

**Mailed Prescriptions**

- \$15.00 charge to mail prescriptions via certified regular mail.
- \$35.00 charge to mail prescriptions overnight via Fed-Ex.

**Weekend Calls**

- No prescriptions for controlled substances will be called in on weekends.
- Requests for refills that are received after noon on Friday will not be called in until Monday.

**Requesting Early Refills**

- The psychiatrist might not be able to prescribe a refill earlier than expected.
- We might not be able to replace misplaced or stolen prescriptions until the date that the medications would be expected to run out if used according to the prescription.
- Early refills will be subject to a \$15 charge per prescription.

**Requesting Refills of Your Prescriptions**

- To request your refills, please call our office between the hours of 9:00 A.M. and 5:00 P.M. Give the refill information to the Intake and Prescription Coordinator, and that person will pass it on to your doctor.
- **DO NOT ASK TO BE PUT THROUGH TO YOUR DOCTOR'S VOICEMAIL TO LEAVE REFILL INFORMATION.**

**Requesting Prescriptions That Same Day**

- A 3-business-day (72-hour) notice is required.
- Requests for refills that are received after noon on Friday will not be called in until Monday.
- There may be a charge if you must have the prescription the day you request it.
- Please follow up with your pharmacy **FIRST** to see if the prescription has been called in before calling our office again. Most refills called in to our office will not be called to the pharmacy until after the doctors have finished seeing patients each day.

**No Shows or Late Cancellations**

- After 2 no shows or late cancellation appointments, you must pay those charges before another appointment can be made or prescription can be written.