



Tips on Refilling Your Prescriptions

How long is the wait?

Depending on how busy your pharmacy and BHSI are, it may take 3-5 business days to complete a refill request from start to finish.

Some insurance companies require a “prior authorization” or “PA” for certain medications, which means the medication must first be approved by the insurance company before they will pay for it. This process can add another three days to the wait time.

Routine Prescription Refills

If the label on your medication container shows that you have refills available: Call your pharmacy for refill. Do not call BHSI. ***Be sure to call the pharmacy 3 to 5 business days before you are out of medicine.***

If the container indicates zero refills: Your first step will be to call your pharmacy. Your pharmacy will communicate the refill request to BHSI. This way our reply will be communicated directly back to the pharmacy. If we have questions regarding your request, we will call you at the phone number(s) you have provided. Your pharmacy will let you know when your medication is available.

Before an Appointment

Before appointments with your doctor, check your medicine bottles to see if you need any refills. If so, tell your doctor at your appointment. If you have enough medicine until your appointment, there is no need to call for a refill. Ask about refills at your appointment.

Is an Appointment Required?

Sometimes your doctor may require an appointment before a medication is refilled. This happens when it has been a long time since your last appointment, or if there are issues that you are having with your medication.

Stimulant Refills (e.g. Ritalin, Adderall)

If your refill request is for a stimulant, call your BHSI clinic and leave a detailed message on the nurse line with the following information:

- Patient’s name, with spelling
- Patients date of birth
- Name of medicine
- Phone number where you can be reached
- If you prefer to pick up the prescription at BHSI, or if you want it mailed to you.

Other Tips

- It helps if you bring your pill bottles to your appointment with your doctor.
- BHSI does not process refill requests after clinic hours. during weekends, or on holidays.
- If you receive a paper prescription, be sure to take it with you to your pharmacy.