



PRESCRIPTION POLICY

Medication refill requests may take up to 7 business days to process.

Prescriptions will be handled Monday through Thursday, 9:00am–4:30pm. *There will be no refills after hours or on weekends so please plan accordingly.*

Please Plan Ahead

- Contact your pharmacy to request a medication refill 5-7 business days prior to your medication running out. Your pharmacy will forward the necessary information to our office.
- If a mail order pharmacy is used, please contact our office 7 business days prior to your medication running out.
- Pacific Sleep Program (PSP) will only authorize refills on medications prescribed by PSP providers. Medications prescribed by other physicians will not be refilled by PSP.
- PSP will notify you if the prescription has been denied or there is a need for a follow-up visit prior to refilling your medication. Keep in mind that controlled substances require signed prescriptions by law, and cannot be filled without an office visit.

Calling in a Refill Request

Pacific Sleep Program has a dedicated medication refill request line (503)-228-4414, Option #4. When calling please leave the following information:

- Your complete name (along with spelling), date of birth, address, and telephone number.
- Medication name, strength and quantity along with the date you will be out of medication.

Missing information may cause a delay in the refill process.

I have read and understand the Medication Refill Policy.

Patient or Legal Guardian's Signature

Date