

Delmarva Heart's Prescription Policy

- Cardiac medications are preferably renewed **during scheduled office visits**. Please bring all of your medications with you in their original containers to every visit. This helps us to ensure your refills are written correctly, and may prevent harmful drug interactions.
- A request for a prescription refill may be handled by calling our office and leaving a message on our prescription line or requesting a refill online through our Patient Portal. You may also call your pharmacy and they will contact us regarding your refill. You must be seen in our office once a year for prescription refills to be made.
- **PLEASE allow 4 business days** for processing refill requests. **DO NOT WAIT UNTIL THE LAST MINUTE TO REQUEST A REFILL!**
- **PLEASE DO NOT WALK INTO OUR OFFICE TO OBTAIN A WRITTEN PRESCRIPTION!** We strive to serve you in a timely fashion. When you walk into the office to obtain a prescription, it is very time consuming to locate the appropriate paperwork and find a Provider to sign and approve your prescription refill.
- We now participate with MOST mail order pharmacies. Please inquire to see if your pharmacy is one of those.
- Some medications will require a prior authorization by your insurance company. We will gladly complete the appropriate paperwork, but please understand that this process may take time.
- We **DO NOT** refill medications that have been prescribed by your Family Physician for diagnoses other than cardiac conditions, i.e. anti-anxiety, diabetic, pain medications or sleeping aid pills. Please contact your Primary Care Provider or other prescribing clinician for those medications.