



Pharmacy & Refill Prep

Pharmacy details, refill needs, and medication questions before your visit.

Refill requests go faster when we have everything we need up front. Use this worksheet before your visit (or before sending a refill request) so nothing gets delayed at the pharmacy.

1 Your pharmacy information

Where would you like prescriptions sent? Include backup details in case the primary pharmacy is closed or out of stock.

PRIMARY PHARMACY NAME		PHONE
ADDRESS		HOURS
MAIL-ORDER PHARMACY (IF USED)	MEMBER / ACCOUNT NUMBER	CUSTOMER SERVICE PHONE

2 Current medications & refill needs

List every medication you currently take. Check the box if you need a refill before the next visit. Don't forget over-the-counter meds and supplements your provider knows about.

MEDICATION	DOSE	DAYS LEFT	REFILLS LEFT	NEED REFILL?
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

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3 How to time refill requests

A few rules of thumb that help refills go through smoothly:

- **Request refills 5–7 days before you run out.** This gives time for processing, prior-authorization checks, and any back-and-forth between us and your pharmacy.
- **Some medications need a visit before refilling.** Controlled substances, certain chronic medications, and medications requiring monitoring (like blood thinners or thyroid medication) usually need a recent visit and labs.
- **Don't wait until you're out.** Letting medications lapse — especially blood pressure, diabetes, mental health, or anti-rejection medications — can be unsafe.
- **Send refill requests through the patient portal** when possible. It's the fastest, most secure way and goes directly to your care team.

4 Before you request a refill

Quick checklist to run through. Refills go faster when these are sorted out first.

- I have at least 5–7 days of medication left.
- My pharmacy on file is correct and open.
- My insurance is current (no recent changes).
- I have no questions about how to take this medication.
- I haven't had any side effects or new symptoms since starting it.
- I'm due for any required labs or follow-up visits before refilling.

5 Medication questions for your provider

Use the prompts below to think through anything you'd like to discuss. Write your own questions in the space at the end.

Side effects — anything you're noticing that started after a medication change?

Cost concerns — is anything too expensive? We may be able to suggest alternatives or generic options.



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Effectiveness — is the medication doing what you need it to? Are symptoms controlled?

Stopping or changing — anything you'd like to stop, reduce, or replace?

Other questions

6 Allergies & new medications

Before any new prescription is filled, double-check the list below. If anything is missing or out of date, update us at your visit or through the portal.

Medication allergies — and what reaction you had.

Other prescribers — any specialists or providers who write prescriptions for you (name and what they prescribe).

Fastest way to refill

Send refill requests through the patient portal — they're routed directly to your care team and tracked. If you need an urgent refill (down to your last dose), call the clinic at **(480) 943-1220**.

KEEP MEDICAL INFORMATION SECURE

Bring this completed worksheet to your visit, or send through the secure patient portal. Please do not email medication lists or health details.