



4465 White Bear Parkway
White Bear Lake, MN 55110
651.653.0062, FAX 651.653.0288

Standard 3 Element C Factor 2

Patient Medication and Prescription Refill Policy

Dear Patients:

At the time of your appointment, you may be given written prescriptions. One of two things will happen: you will either go directly to your local pharmacy, or you will mail in your written prescriptions. If you take them to your local pharmacy, please do this at your earliest convenience so they do not get misplaced. The pharmacy will keep them on file until you need them.

If you are in need of a refill, first contact your pharmacy directly. Please, do not wait until you are totally out of a medication before calling for a refill. If you need to contact the clinic for a refill, seventy-two (72) hours are needed to complete the approval and refill process. It is a great idea to call at least one week before your medication runs out. Medications cannot be refilled by AALFA Providers on Saturdays and Sundays. You will be notified if your Provider requires you to be seen before a refill is authorized.

If you run out of a medication before your next appointment, do not stop the medication unless you have been told to do so by your doctor. Call your pharmacy for a refill even if it says "0" refills. The pharmacy will contact us for an OK to refill. Your pharmacy can fax requests to us at 651-653-0288.

If you are changing pharmacies between appointments, call our office prescription line with the name, telephone number of the new pharmacy, and a list of medications and dosages (you can also obtain a form from our website at www.aalfamily.com). Patients may need to be seen yearly for any refills, depending on medications.

AALFA Family Clinic does not send prescriptions to mail order pharmacies. When you take the written prescriptions from your doctor for mail order you will need to follow instructions from your mail order pharmacy. Make sure to give yourself enough time to get your medications before you run out. Also, make your yearly appointments in a timely fashion so you can get your prescriptions rewritten in order to mail them to your mail order pharmacy in time. This will help ensure you do not miss any doses of your medication.

AALFA Family Clinic is not able to sign or complete any Canadian drug program forms. We can give you a written prescription that you can mail or have filled wherever you wish.

Please remember to bring an accurate list and dosages of the medications you are taking every time you come to visit your doctor. Forms are available for download on our website.

Thank you for your cooperation.
AALFA Family Clinic Staff