

# Coffey Health System

## Prescription Refill Guidelines

Your prescription needs are a priority to us, so all Coffey Health System providers (physicians, nurse practitioners, or physician assistants) participate in electronic prescribing directly to your local or mail-order pharmacy. Please review the following details to ensure that your prescription requests are processed as quickly and efficiently as possible.

- **When a refill is needed, call your local or mail-order pharmacy directly.**
- Prescription refills require close monitoring by your provider to ensure the safe continuation of the appropriate dose, frequency, and term of that medication. Your provider will prescribe the appropriate number of prescription refills to last you until your next scheduled appointment.
- It is your responsibility to schedule your next appointment in advance with adequate time to receive a prescription refill.
- Prescriptions include the number of refills needed until the next clinic appointment, so most requests for refills between regularly scheduled appointments will require an appointment prior to authorization. Your clinician will review the request from the pharmacy—as well as your medical record—to determine appointment needs. You will be contacted by staff to schedule an appointment, if necessary.
- Should you require an emergency refill, your pharmacy will electronically submit the request to the provider. If approved by your provider, a refill for the maximum of 30 days will be submitted to your local pharmacy. If the refill is not approved, please contact your provider's office to schedule an appointment.
- Patients requesting new prescriptions or antibiotics must schedule a clinic appointment.
- Prescription refills are not processed through the Coffey County Hospital Emergency Room or Coffey County Medical Center Saturday Clinic. Prescriptions are not refilled when all clinic locations are closed (holidays).



- Maintaining current pharmacy information is the responsibility of the patient. Please confirm with our practice that your correct local pharmacy address and phone number or mail-order pharmacy information is on file. Prescription refills will be submitted electronically to your pharmacy. Your local pharmacy will contact you when your prescription is ready.
- Our practice will always order generic prescriptions whenever available unless brand is medically necessary or a generic is unavailable. Each insurance plan outlines the detailed classification for medications that could impact which medication (generic or brand) is prescribed and the cost to you. Contact your insurance plan for details.
- Prescriptions classified as controlled substances require patients to be in compliance with a controlled substance agreement, if prescribed for long-term use.
- Our providers participate in the K-TRACS (Kansas Prescription Drug Monitoring Program).
- Please allow 48 to 72 hours to process prescription requests. Medications requiring pre-authorization from your insurance company may require additional time to process. Please plan ahead for refills during holidays and when traveling.



- If you use a mail-order pharmacy, please contact us fourteen (14) days before your medication is due to run out.
- To assist our uninsured friends and neighbors, Coffey Health System now participates in the 340B prescription discount program. Visit any clinic location, if you qualify, the registration clerk will give you a 340B card and a brochure. For more information call our 340B partner, SunRX, at (800) 220-3402.

**Coffey County Medical Center**

309 Sanders  
Burlington, KS 66839  
(620) 364-5395  
Fax (620) 364-8719

**Gridley Medical Clinic**

321 Atherly St.  
Gridley, KS 66852  
(620) 836-2915  
Fax (620) 836-2917

**LeRoy Medical Clinic**

538 C St.  
LeRoy, KS 66857  
(620) 964-2264  
Fax (620) 964-2265

**Waverly Medical Clinic**

302 Pearson Ave.  
Waverly, KS 66781  
(785) 733-2667  
Fax (785) 733-2143

**Yates Center Medical Clinic**

1004 E. Madison  
Yates Center, KS 66783  
(620) 625-2312  
Fax (620) 625-3560