

Lily Health and Wellness Center

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Policy on After-Hours and Weekend Prescription Refill Requests

Purpose

The purpose of this policy is to ensure timely, safe, and efficient management of prescription refill requests while maintaining appropriate staffing and clinical resources during standard business hours. This policy establishes clear expectations for refill requests made after hours and on weekends, including applicable service fees.

Policy Overview

Lily Health and Wellness Center is committed to providing high-quality patient care. To support operational efficiency and patient safety, all **routine prescription refill requests** should be submitted during regular business hours.

Prescription refill requests made **after 5:00 p.m. on weekdays or during weekends** require additional staffing and provider availability and therefore will incur an **after-hours service fee of \$50.00**.

Standard Business Hours

- **Monday – Friday:** 9:00 a.m. to 5:00 p.m.
 - **Saturday & Sunday:** Closed
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Refill Request Procedures

Routine Refill Requests

- Patients are expected to monitor their medication supply and request refills **3-5 business days** before running out of medication.
 - Routine refill requests should be submitted through the **patient portal**, by contacting the clinic during business hours, or through the patient's pharmacy.
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After-Hours and Weekend Refill Requests

- Refill requests made **after 5:00 p.m. on weekdays or at any time during weekends** will be subject to a **\$50.00 service fee**.
 - This fee applies to requests that require review or action by an on-call provider or staff outside of normal business hours.
 - The fee is **not billable to insurance** and is the patient's responsibility.
 - Payment must be received **prior to processing** the refill request and may be completed via the patient portal or by credit card over the phone.
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Emergency Refill Requests

- In situations where lack of medication may result in **serious or immediate health consequences**, patients should contact the office as soon as possible.
 - Emergency refill requests will be assessed by the on-call provider.
 - In **medically necessary circumstances**, the after-hours fee may be **waived at the provider's discretion**.
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Fee Notification and Consent

- Patients requesting refills after hours will be informed of the **\$50.00 service fee** prior to processing.
 - Verbal or electronic consent for the fee is required before the request is fulfilled.
 - Patients will receive written notice of this policy at intake and through the patient portal as applicable.
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Payment and Billing

- The after-hours refill service fee must be paid before the prescription is processed.
 - Patients with outstanding balances related to after-hours services may be **ineligible for additional after-hours requests** until balances are resolved.
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Exceptions

- **Long holiday weekends:** Requests made after 5:00 p.m. on the business day preceding a holiday will be reviewed on a case-by-case basis.
 - **Provider discretion:** Fees may be waived in rare or extenuating circumstances at the provider's discretion.
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Communication of Policy

This policy will be:

- Provided to patients at the initial visit
- Available on the patient portal and website
- Displayed in the clinic waiting area

Staff may remind patients during scheduling or visits about the importance of planning refill requests in advance.

Policy Review and Updates

Lily Health and Wellness Center reserves the right to review and revise this policy as necessary. Patients will be notified of material changes in writing or via the patient portal.

Acknowledgment and Signature

By signing below, I acknowledge that I have read, understand, and agree to the After-Hours and Weekend Prescription Refill Policy.

Patient Name (Last, First): _____

Date of Birth: _____

Patient Signature: _____

Date: ____