

**CONSULTANTS IN PAIN MEDICINE, P.A.**  
**403 Treeline Park, Ste. 200**  
**San Antonio, TX 78209**  
**REFILL LINE (210) 805-8225**

**PRESCRIPTION REFILL POLICY**

**When it is time for prescription refill, ask your pharmacy to call our office.**

We cannot guarantee same day prescription refills. Patient should not call more than 2 days in advance for a refill, except as described below. To ensure that you do not run out of medication, please follow these guidelines:

- If you will **run out of medication on Saturday, Sunday, or a holiday weekend**, please call Thursday morning.
- If you will **run out of medication on Monday**, please call by Thursday morning. In the middle of the week, please call two days before you will run out of medication.

**The following narcotic pain medication cannot be called into a pharmacy:**

Prescriptions needing to be written out can be picked up in our office, **you must allow 72 hrs.** If mailed Fed Ex you **must call 2-3 days** in advance. (only mailed if out of town patient)

Morphine (MS Contin, **Avinza**), Dilaudid (Hydromorphone), **Kadian**

Oxycodone, **Oxycontin, Percocet, Methadone, Duragesic** or Fentanyl patches

Refill request will be handled only between the hours of 9 am and 4 pm Monday - Thursday. **Medications will not be refilled:**

- **After 4:00 pm**
- **On Fridays**

If you forget to call in your prescription and run out of medication, you may go to the emergency room and be evaluated. However, emergency room doctors will be reluctant to give narcotic medications solely because you ran out. It is important for you to take responsibility for keeping track of your medications. **Our physicians will not call the emergency room and authorize a refill or an injection.**

- **Do not share your prescriptions, it is illegal, dangerous (we will not make up the difference)**
- **Obtain narcotic medication from only one doctor!!!!**
- **Various combinations and dosages could prove harmful to you.**
- **You can only use one pharmacy for prescribed medications!!!**
- **If you are having trouble with your medication, you need to follow up with your doctor.**

**COURTESY TO STAFF**

Our staff will try very hard to deal with your needs in a courteous manner. The current health system has many areas where delays are inevitable (obtaining referrals and authorizations, for instance). We understand your frustrations; however, please don't take them out on our staff. **Abusive behavior or cursing while dealing with our staff will not be tolerated.**