



4512 Kirkwood Highway, Suite 301, Wilmington, DE 19808 • 302-999-0137 • 302-999-1042 fax

## PRESCRIPTION POLICY FOR PATIENTS OF MCMCA

In general, the staff of Mill Creek Medical Associates will attempt to fill prescription refill requests within 2 business days. Business days are Monday through Friday. Requests for refills may be given to the practice in the following ways:

1. Asking for prescriptions while at a visit with your physician / care-giver.
2. Leaving a request in person at the front desk.
3. By telephone call, either to a staff member or in voicemail.
4. Over the Internet via our MEDEM secure server.
5. By letter or note to the practice.

Be sure to tell the Medical Assistant who brings you into the office for your visit if you need prescriptions before you see the doctor or nurse practitioner. Please allow adequate time to ask for your refills before you run out of medicine, including enough lead time for us to prepare prescriptions for you to mail to a prescription service.

Patients are also encouraged to check their prescription bottles carefully to ensure that the prescription reads just like their previous prescription. Patients should be warned about prescription problems they may expect after prescriptions are renewed. Frequent “normal” changes include a different generic manufacturer, so that the pills may appear different but are the same medicine, generic name substituted for a brand name, or a dose change was made by the care-giver and the pill will look different.

You are requested to keep a copy of your medicine list with you at all times, and update it after each visit with each physician that you see. Include on the list all your allergies and reactions to medicines, and all vitamins, supplements and over-the-counter medicines that you take, even occasionally.

Mill Creek Medical Associates has decided to eliminate drug company sample medications. This decision was based on several concerns about how the presence of samples could affect our medical decision-making. In particular, we could be influenced to use new expensive medications that many of our patients could not afford after the samples ran out, even though older generic medicines worked just as well, or that may have side effects that are not known because they are too new to the market. New government regulations have also made the keeping of samples cumbersome and costly. To avoid conflicts, we have chosen to refuse samples of most medicines. We understand that many patients have received samples from doctors in the past, and that some of you will have difficulty paying for prescriptions. If you feel that you cannot afford your medications, please inform your nurse, physician, or nurse practitioner, and we will connect you with the local, state, or pharmaceutical company programs for financial medication assistance. We will make every effort to help you to obtain the proper treatment.

## **NARCOTICS PRESCRIBING POLICY**

Many of our patients require strong narcotic pain medication to help manage their condition. Due to increasing reports of abuse of narcotics, and the subsequent surveillance of the prescription practices of physicians by the state, Mill Creek Medical Associates has established a Pain Protocol to ensure adequate treatment of your pain, and reduce the risk of problems with narcotic drug prescriptions. Here are the major points:

1. The physician or nurse practitioner will evaluate your condition and only prescribe a narcotic of the strength necessary for you. This may be different than what another physician may have given you in the past.
2. You may be asked to sign a Pain Contract that will detail our, and your, responsibility to continue on narcotics for a period of time.
3. We will not fill narcotic prescriptions on weekends (including Friday night). Please advise us ahead of time (at least three business days) if you will need a new prescription.
4. We will not refill any controlled substance prescriptions that have been lost or stolen or spilled. This is your responsibility.

We have many alternatives to help painful conditions. Please speak with your doctor if you have any questions or concerns about our Narcotics Prescribing Policy.