



Prescription Refill Policy

The patient is responsible for knowing when medications need to be refilled. All patients are requested to acknowledge that they are aware of the office policy to avoid any break in coverage.

- Most medication refills should be filled by contacting the patient's pharmacy which will send an electronic request. This allows a permanent record in the Electronic Chart
- NervePro will refill medications between 9:00-5:00 Monday –Thursday and 2:00 Friday
- No prescription refills will be given on weekends or holidays.
- Allow 24 business hours for the refill to be processed.
- Early refills will not be authorized, lost medications and prescriptions may not be replaced
- Controlled substance and narcotic refills require physician appointments from monthly (some narcotics) to six months for other scheduled medication.
- If your physician is not in the office, 48 hours may be needed for electronic prescription refills are processed, for scheduled medication refills you may have to wait until the physician returns (most of these require office visits anyway).
- For those prescriptions that cannot be sent electronically (controlled substances) the paper prescriptions may be picked up during office hours. You may be asked to provide a valid picture ID
- Dr. Cleeremans and NervePro do not routinely prescribe narcotics on a long term basis, nor do we administer narcotic injections in the office. Individuals seeking narcotic medications for chronic use may be referred to a pain management or primary care provider given recent state and federal law changes. These changes require use of the CURE database, and duties such as drug testing and pill counting generally provided by a pain nurse.

Medication Acknowledgement of Driving Impairment

You may receive prescription medication from the office that could impair your ability to safely operate a motor vehicle or machinery. This is particularly the case when getting used to a new medication, or getting sedation for a procedure. Arrange for proper transportation and use precautions when taking this type of medication. Your physician or pharmacist can guide you.