

# Longs Peak Family Practice Medical Assistant Medication Refill Protocol

## Protocol

- Medical Assistants will search each patients' chart prior to refilling all non-controlled medications.
- Ensure that the medication being refilled is the accurate dose and patients are up to date on their physicals, med check appointments, and labs.
- For patients that are overdue for their physicals, medication checks, or labs:
  - Their refills will *only* be given in bridge quantity to cover them until the patient is seen.
  - The Medical Assistant will reach out to the patient via phone, secure text/portal letting them know that they are overdue and need to schedule an appointment with the provider. Let them know that a short supply was sent to bridge the gap until they can get in for their appointment. Please note: you may also send message to front desk to reach out to the patient as well.
- Consult with the provider and then ensure follow-up with the patient under the following circumstances:
  - If patient is reporting symptoms or side effects
  - If patient is non-compliant with care/follow-up
- Medical Assistants are required to send all controlled medication refill requests to the provider for approval.

Please note: as of Fall of 2025, when appropriate, and everything listed above has been addressed, refills for chronic disease medications will be a quantity of 100 tablets versus 90 that we were previously prescribing.

## Instructions for the most commonly prescribed medications for chronic conditions:

### HTN Medications

If BP is under control, the patient must have a visit every 6 months. Good control is defined as less than 140/90 in recent checks or a doctor's notation in a note that it is under control. 6-month refills can be given if they schedule appointments every 6 months.

Always check the providers instructions from the most recent BP appointment. Patients taking diuretics or ACE inhibitors need to have their electrolytes tested every 6 months (more frequently if abnormal).

Dizziness, syncope, hypotension, edema, or other possible adverse effects are to be reported to the provider before refill will be sent to ensure no changes/appt is required

## **Thyroid Medications**

TSH within the last year:

>Normal: refill for one year

Abnormal: refill for 3-6 months and research providers past notes/lab results to ensure correct dose is being refilled as thyroid doses can change frequently

## **Birth Control Pills**

Pt must have had a visit for BCP/OCP follow up within the last year

If a new prescription is given for BCP's the patient must come back within 2 months of original appointment for a blood pressure check.

## **Hormone Replacement therapy**

Breast exam within the past year

HRT F/U within one year if patient still has a uterus. Normal mammogram as appropriate for age

## **Antidepressants**

Must have had a physical or follow up within the last 6 months.

Be sure to check the instructions on the patients' last visit to see what the follow *up is* exactly – meds and doses can be increased/decreased and vital to ensure correct med is being filled

## **Asthma medications for PRN use**

Under Control: Asthma related exam within one year, or as directed by the provider.

Asthma is considered under good control if patient is not using inhalers more frequently or experiencing any symptoms.

### **Asthma medication for routine use**

Under control: Yearly asthma related exam if under good control with routine medications, or as directed by the provider.

Not under Control: Visits every 6 months if still not under good control.

Chronic Problems: If chronic problems with asthma patients will need visits every 3 months.

### **Non-Steroidal Anti-inflammatories (NSAID)**

Check the provider documentation in the chart as to what the medication is used for and instructions during the last visit where it was mentioned.

Normal blood work (CBC, LFT's, and BMP) within 6 months if taken daily or frequently.

Refill limit is 6 months.

Some examples of these medications are: meloxicam, indomethacin, Diclofenac

### **Potassium Supplements**

Normal lab values within 6 months. BP check every 6 months. Max refill is 6 months.