

The medical practice of Dr. Kelly Cobb at Nouriche
605 Silverstone Rd, Suite 100,
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Dear patient:

The following information is designed to assist you with medications refills.

To expedite your refill requests we recommend that you either have your pharmacist submit the request electronically or you submit your request through the patient portal. Using the patient portal has increased efficiency a great deal and we recommend that you utilize it to its fullest

If you do **not** have refills left, this may be an indication that **you need to be seen** by your doctor. Please contact us 1 week before you need your medicine. If you are taking medication for diabetes, high blood pressure, cholesterol or a diuretic among other high risk medications, you will need to have blood work done and office visits every 3-4 months. You can make a lab only appointment and a subsequent 2 week follow up with the receptionist.

Thyroid hormone adjustments require blood levels at 90 days. Hormone levels should be done yearly if you are stable, more often if not. We require a yearly physical -type of appointment to review all of your history and medications.

Although we recommend that you use the patient portal to communicate with our office, there may be times that you need to phone us for a request, in that case you will need the following information:

- 1- Your full name and date of birth
- 2- Your telephone number
- 3- Name of medication (you may want to spell it), strength and dose
- 4- Name of your pharmacy, location and phone number

If you use a mail order pharmacy, please contact us immediately after receiving your last filled prescription so we can schedule a follow-up appointment. We will need to have all the paperwork, fax numbers, etc so we can assist you.

Please try to stick with one pharmacy and alert us if you plan to change so we can update your chart.

Some prescriptions, such as narcotics and amphetamines, **cannot** be called in unless we have seen you recently or will be seeing you. These will not be refilled after hours. There are **NO** replacement scripts for lost prescriptions on controlled substances.

Timeline for receiving refills:

- For refills submitted electronically or through the portal, please allow 24 hours to process your request.
- For refills faxed in or phoned in, please allow 48 hours to process your request
- For medications requiring a physician signature please call one week in advance to allow for weekends or days when Dr. Cobb may not be available to sign your prescription

CONTROLLED SUBSTANCES

WE DO NOT PRESCRIBE NARCOTICS ON A LONG TERM BASIS. We will support you while helping you find a pain management physician. We do not refill lost narcotic, amphetamine or benzodiazepine scripts. Adderall refills require monthly appointments unless other arrangements have been made.

Dr. Kelly L Cobb and Staff