

Effective: October 1, 2011

Patients requesting prescription refills at any time other than during an office visit will be charged a fee. This includes any prescription that needs to be called, faxed, or mailed to any pharmacy or pharmacy provider, local or mail-order. To avoid these charges, please request all of your prescription needs at the time of your regular visit with your physician. Charges for prescriptions/refill services are as follows:

Level I Prescription Call-----\$15.00 (1-3 prescriptions)
Level II Prescription Call-----\$25.00 (4-6 prescriptions)
Level III Prescription Call-----\$35.00 (7+ prescriptions)

For patients who participate in mail order prescription plans, our physicians will provide written prescriptions for you to mail to your plan at the time of your office visit. If the medication(s) are needed immediately, the practitioner will send a prescription electronically to, or give you a written prescription for your local pharmacy. Please have your pharmacy information ready at the time of your office visit, including your pharmacy's name, address and telephone number, otherwise a hard copy of the prescription will be issued to you for you to turn into the pharmacy of your choice.

For our patients whose medications require an Official Prescription Form (historically known as a "triplicate"), a 24hour notice is required. Please contact your physicians Desk Staff. The prescription will be left at the front desk of the NWDC location of your choice. If you wish to pick up the prescription at an office other than your provider's usual location, please allow 48hours.

Between office visits, any medication needed immediately will be electronically sent or called to your local pharmacy. Long term prescriptions or any prescriptions that are not needed immediately will be mailed to you so that you may mail them or turn them in to your preferred pharmacy. If you require prescription refills, please plan at least 2 weeks in advance. Send us a note, Attn: Refill Nurse, with the medication refills you need, and a self-addressed stamped envelope. We will mail the prescriptions to you. Alternatively, you may call the pharmacy to send the request electronically, or if you belong to Patient Preferred Access you can electronically request and track the status of the refills online. Please note that for prescription refill requests made outside of an office visit you will be charged the fees listed above. The same fee schedule will apply to replace lost or misplaced prescriptions, (Triplicate Rewrite fee is \$50).

Also, please be informed of our Form Fees. The following fees will apply when forms are completed outside of an office visit:

Non-Government Disability Forms -----\$25.00
FMLA Forms -----\$25.00
Physician Statement or Letter -----\$15.00
Disabled Parking Application-----\$15.00
Miscellaneous Form-----\$15.00, plus \$10 for each additional page

Please leave your paperwork at the front desk. Payment will be due when the paperwork is deposited at the front desk. Please expect a phone call when the paperwork is complete.

It is NWDC's wish to provide better service to our patients by stream-lining our processes. Thank you for your continued patience and cooperation. It is our privilege to serve you.

Sincerely,

Northwest Diagnostic Clinic