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NCI Medical Clinic  
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NCI Medical Topeka  
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Topeka, IN 46571  
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### **North Central Indiana Clinic's Medication Refill Policy**

Our goal is to assist our patients with prescription requests in an efficient and timely manner. Due to the volume of prescription requests, we have created the following guidelines.

- It is the patient's responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to three (3) business days, so do not wait to call. If you use a mail order pharmacy, please contact us fourteen (14) days before your medication is due to run out.
- Medication refills will only be addressed during office hours. Please notify your provider on the next business day if you find yourself out of medication after hours. No prescriptions will be refilled on Saturday, Sunday, or Holidays. If you prefer to make the request via our website (ncimedical.com) please do so under the "Contact Us" tab.
- Your provider will prescribe the appropriate number of refills to last until your next scheduled appointment. We prefer you requests any refills of your medication at the beginning of your office visit.
- Patients requesting new prescriptions or antibiotics must be seen for an appointment.
- Refills can only be authorized on medication prescribed by providers from our office.
- Some medications require prior authorization. Depending on your insurance, this process may involve several steps. Neither the pharmacy nor the provider can guarantee that your insurance company will approve the medication. Please check with your pharmacy or your insurance company for updates
- It is important to keep your scheduled appointment to ensure that you receive timely refills. Repeated no shows or cancellations could result in the denial of refills, charged an administrative fee, and a no-show visit charge.
- If you have any questions regarding medication, please discuss these during your appointment. If for any reason you feel your medication needs to be adjusted or changed, please contact us.
- We reserve the right to charge a \$25.00 administrative fee for request of prescription refills outside of a visit, this could be from missed appointment, cancelled appointment, or forgot meds while out of town.