OUTPATIENT PSYCHIATRY SERVICE
MEDICATION REFILL POLICY

Part of good care is monitoring the effects of medications. Medications are best managed during an appointment. To avoid running out of medication, please make an appointment within the timeframe your clinician recommends.

Occasionally, appointments have to be made for a later date. If this happens, plan ahead to make sure you have enough medication. These are our medication refill policies:

1. To ask for a refill, please call us directly at 617-355-6680 or submit an RX Renewal request through the MyChildren’s Portal. Please do not rely on your pharmacy to ask for a refill for you.

2. We work on refills during normal office hours only.

3. To get a refill, you/your child must have a scheduled appointment.

4. Allow at least 2 business days (48 hours) to get a refill. Call your pharmacy directly to find out if the refill is ready.

5. Some medications need a prior authorization from the insurance company. (A prior authorization is also called a “P.A.”.) If you need a prior authorization, please call us at 617-355-6680. This process can take several days.

6. For safety reasons, medications are only given to patients who regularly come to appointments. If there is a pattern of missed or rescheduled appointments, we may not be able to refill a medication. Your clinician may require an office visit before giving more medication.