



Medication Refill Policy

At Pacific Eye Institute 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 to help meet these goals.

- Refill requests are addressed during regular business hours 8:00 a.m. to 5:00 p.m. Monday through Friday. Please note our offices are closed on select Holidays.
- Please notify our staff if your prescription request is for an upcoming surgical procedure.
- Please allow 24 to 48 hours for your prescription refill request to be submitted to your pharmacy.
- Please call your pharmacy to see if your refill is ready for pick up.
- Request refills during your routine office visit.
- If you have any questions regarding medications, please advise our staff during your visit.
- Patients requesting new prescriptions or antibiotics must be seen for an appointment.
- Certain medications may require prior authorization, depending on the insurance plan. This process involves several steps between pharmacy and provider. Please check with your pharmacy or health insurance company for updates on your request.
- Your provider closely monitors prescription refills to ensure safety and effectiveness. Your provider will ensure you are prescribed the appropriate prescription refills to last until your next appointment, having no more refills may indicate it is time to schedule your next visit.
- If at any time you feel your medication needs to be changed or adjusted, please contact our office immediately.