



**BRIGHT OAKS**  
Pediatric Center

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## Medication & Refill Policy

At Bright Oaks Pediatric Center (BOPC) we pride ourselves on delivering quality care to our patients and families. We do this by maintaining an inclusive and educative patient-provider relationship surrounding medications that may be useful or necessary to initiate and maintain that care for your child.

Please read below to review and understand our Medication & Refill Policies, and why we believe they are best practice.

- **All medication refill requests are managed through our office by calling the main phone number (410)-569-3300**, and following the prompts for the **prescription refill line**.
  - Be sure to include: Child's name & Date of Birth, Medication name, Strength & Dose, and the Name & Phone number or Address of the Pharmacy which you would like the refill sent.
- **We do not accept medication refill requests from pharmacies**, whether via phone, fax, or electronic request.
  - If the pharmacy asks you to enroll in auto-refills, this may hinder the timeliness of the refill because we will not accept pharmacy refill requests. You must call the BOPC office yourself.
- **Please allow 72 hours** for refill requests to be reviewed and processed by our clinical team.
  - Try to call about one week before the refill is needed so you do not have any lapse in medication.
  - We may call you back and advise that a Medication Check is needed before we can refill the prescription.
- Regulated or controlled medications are monitored by our office and require **Medication Check Appointments (Med Check)** to ensure effectiveness.
  - Med Checks are usually scheduled for 30 to 90 days from the last appointment, but timeframes may vary.
  - At a MedCheck appointment you will discuss medication effects and review dosage and strength to see if changes are needed; a growing child's weight is always a key factor in pediatric medicine!
- **We will not prescribe medications or antibiotics without having conducted an appointment first.**
  - If you have not been seen or diagnosed by our office we are unable to write a prescription, and we will not refill a prescription written by another provider's office.
- Unfortunately, if your medication is out of stock at your requested pharmacy, **it is your responsibility as the patient to find the medication at an alternate location.**
  - Our office does not have the ability to handle this on behalf of each of our patients; additionally not every pharmacy is affiliated with individual insurance plans.

Our focus is always the well-being of our patients and we hope that by requiring all medication requests to be placed directly through our office, we will ensure active and continuous provider-patient communication. If you have any questions about this policy please call the office during business hours or ask a provider at your next appointment!