

Dear Patient:

Just a reminder on getting your [prescriptions refilled](#).

This office, in order to protect the patient, keep proper records, and be sure that the integrity of your prescription is maintained, has online Rx procedures.

1. When you are in the office and have a Rx done or a refill ordered, the receptionist will enter this into your chart and a fax will be sent to your pharmacy. An email will be sent to your email address with a copy of the Rx for your own files, or if the pharmacy misplaces the fax one they receive. We always receive fax confirmations electronically when a fax is sent to your pharmacy so rest assured that the fax has been sent by us.

2. When you are at home or away and need a refill on a Rx, then simply go to the forms section of the website www.RenaissanceMedicalGroup.com and complete the Rx request and click submit. We will handle it from there and we will send you an email with the Rx attached for your records or for you to take to the pharmacy should they misplace the fax we had sent.

We cannot respond to requests from pharmacies for refills for prescriptions. If you already have a certain number of remaining refills, then the paperwork is already at the pharmacy and the number of refills should be indicated on your Rx container. When it approaches the time that your refills are no longer allowed, then you must go on line and complete the request. We then know clearly that it is you requesting the refill and not the pharmacy or another agency. This protects you from any medication errors, incorrect dosing, and common pharmacy errors. If we do not approve the request from you, then we will email you the reason why and ask to schedule an appointment to be seen in the office. These safeguards are quite important in reducing errors on meds as well as being clear as to what meds you are actually taking since the requests do not originate from a third party.

This procedure is now in its tenth year and has worked quite well, reducing med errors to less than 0.1%. Please call or email the office if you have any concerns or questions.

Sincerely yours,

Dr Lee

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