Synergy
Advanced Healthcare LLC

MEDICATION REFILL POLICY

SYNERGY ADVANCED HEALTHCARE LLC

Safe prescribing depends on regular visits with your provider. These rules help us keep your medications accurate, appropriate and on time.

1 HOW TO REQUEST A REFILL

- Refills must be requested **in person during an office visit**, or **called in to our office by the patient** at **(860) 618-7575**.
- Synergy Advanced Healthcare LLC **does not accept refill requests from any pharmacy**. Requests sent by a pharmacy will not be acknowledged.

2 PROCESSING TIME

- Please allow **2 business days** for every refill request to be processed.
- Business days are our regular office days: **Monday through Thursday**. Friday is not a business day for us, because we have no regular office hours that day. Please plan refill requests around our office hours.
- Early refill requests are processed on the appropriate due date, not before.

3 APPOINTMENT TO APPOINTMENT

- As a practice policy, prescriptions are filled from appointment to appointment.
- If you miss a scheduled appointment, there is no guarantee that your provider will prescribe outside of an office visit.

Tip: Bring up any refills you will need before your next visit while you are still in the office. It is the fastest way to avoid a gap in your medication.

Questions about a refill? Call our office at (860) 618-7575 during office hours: Monday 9:30 AM–1:00 PM & 3:00–6:00 PM · Tuesday & Thursday 9:30 AM–1:00 PM · Wednesday 3:00–6:00 PM

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