



January 2, 2013

Dear patients,

In order to improve the efficiency of serving you in ur office, we have found a need to adjust our prescription renewals policy. The growth of electronic media in medicine has created a virtual saturation war to renew your medications. Pharmacies fax multiple times a day, patients call repeatedly during the day. All of this leads to chaos in recording renewal information in the patient's chart. This eats up excessive amounts of staff time and makes us inefficient in getting you seen when you come for your office visit.

In order to restore order, we have found the need to make new rules regarding your prescription renewals.

First, if you know you are going to need a renewal of your prescription within 30 days of your office visit, please ask for prescription renewal at your office visit.

Second, if you find a need for renewal between office visits, please allow 72 hours for processing your renewal. Your request will not be processed the day we receive it.

If you find yourself in need of your medication in 24 hours or less, please call and set up either a nurse or doctor visit for that day.

Routine renewal requests will only be processed once a day, no matter how many times you or your pharmacy contacts us.

Also, if you need renewal of one medication, please double check and make sure you will not soon be needing renewal of other medications so you will not be asking for renewal of different medications multiple times in one day.

Please be aware that requests for refills may not be honored if you have been missing your routine follow up appointments.

Thank you for your cooperation in these matters, so we can serve you more efficiently in the future.

Sincerely,

Dr. Titus A. Taube and Staff