

Dear Parent/Guardian:

You are now able to have your child's prescription for ADD/ADHD medications sent to the pharmacy electronically. We ask that you carefully read and follow the requirements for refills and follow-up visits set by McKinney Pediatrics.

Refill requests must be made through our Patient Portal:

The Patient portal is accessed at www.mckinneypediatrics.com

****Look for the box labeled "PATIENT PORTAL", or Patient Portal at the top of the page. If you have not logged in to the portal before, please contact our office to request an invitation to the portal. This will ensure that portal access is set up correctly.****

Please allow 48 hours to process your prescription.

We will **NOT** accept medication refill requests initiated by your pharmacy.

Refill Requests Requirements:

*Medication and dosage being requested and if the medication needs to be "Brand Medically Necessary" for insurance purposes.

*Pharmacy of choice must be accurate, include name of pharmacy and cross streets. This is a **MUST** once the refill is sent it is difficult to move it to a different pharmacy.

Requests for refills are made 4-6 days before previous script expires. NO exceptions (Guidelines of Narcotics Regulatory Program).

*If you are requesting refills for more than one child you must request each refill from each child's portal page. You do not need separate log-in information for each child.

*Individual pages can be accessed by clicking on "you are viewing" tab on upper left of screen and moving between charts there.

Follow-up Visits:

Your child will need to be seen every THREE (3) months for an ADD check-up. (American Academy of Pediatrics guidelines)

You should call our office after the second month to allow for time to schedule the appointment.

Prescriptions will not be filled if your child is not seen for a checkup.

You will be notified by a portal message or phone call if your child is due for a checkup at time of refill request.

Notification:

You will be notified via the portal that your refill has been sent to the pharmacy per your request. Please check your messages for this information or messages regarding the need for a checkup.

What if I don't have a way to access the Portal (no internet)?

Please call our prescription refill line at 972-548-0758x1014 and leave the following information:

1. Child's first and last name
2. Child's date of birth
3. Medication and dosage being requested
4. Preferred pharmacy name and cross streets
5. Your name and contact number

The prescription refill will be sent to your requested pharmacy electronically.

What if I prefer to have a hand written prescription?

You may still have a hand written prescription that will need to be picked up in our office. Please follow the above requirements for requesting a refill; you may omit the preferred pharmacy information.

Lost/Stolen Medication:

If your prescription or medication is lost or stolen, you must report it to our office. McKinney Pediatrics will determine if another prescription can be reissued. There are rules and regulations that must be followed because this prescription is for a controlled substance.