

**Administrative Policy**  
**POLICY NO.: 200.02.103A**

**POLICY TITLE:** Prescription Requests and Renewals

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**Approved by:** Quality Improvement Patient Safety Committee (QIPSC)

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**SUMMARY & PURPOSE:** Prescription requests and renewals require close monitoring to ensure the safe continuation of the appropriate dose, frequency, and duration of the medication. The purpose of this policy is to outline the basic practices and requirements for the requests of prescriptions and prescription renewals.

**SCOPE/APPLICABILITY:** This policy applies to all the HWCOC Clinical Locations where faculty, students and /or staff provide care to patients. The HWCOC clinical locations are: FIU Health Modesto Maidique, ("MMC"), FIU Health Broward, Green Family Foundation NeighborhoodHELP Mobile Health Centers and Household visits and the Linda Fenner 3D Mobile Mammography Center. For the faculty, students and staff that are providing patient care in the *affiliated* hospitals, outpatient and diagnostic centers the policies and procedures of those institutions will govern their reporting responsibilities.

**POLICY:** To provide a safe and efficient approval process for a prescription for medications, including supplies for maintenance medications.

**DEFINITION:**

**Prescription:** An order for medication, therapy, or therapeutic device given by a properly authorized person, which ultimately goes to a person properly authorized to dispense or perform the order. A prescription is usually in written form; can be emailed from a secured encrypted computer system, written, phoned, or faxed; and includes the patient's name and address, the date, the R symbol (superscription), the medication prescribed (inscription), the acceptability or dispensing a generic, directions to the patient that must appear on the label, prescriber's signature, and in some instances, an identifying number.

**Schedule II Drug:** Schedule II drugs, substances, or chemicals are defined as drugs with a high potential for abuse, with use potentially leading to severe psychological or physical dependence. These drugs are also considered dangerous. Some examples of Schedule II drugs are Combination products with less than 15 milligrams of hydrocodone per dosage unit (Vicodin), cocaine, methamphetamine, methadone,

hydromorphone (Dilaudid), meperidine (Demerol), oxycodone (OxyContin), fentanyl, Dexedrine, Adderall, and Ritalin.

**Performing Provider:** Practitioner, person, or entity rendering a medical service.

**PROCEDURE:**

1. All prescription renewal requests must be authorized by the performing provider or authorized provider.
2. Renewal requests should be processed within two business days (48 hours) of the request.
  - a. Medications requiring pre-authorization may require additional time to process.
3. Prescription requests and renewals are received in several ways:
  - a. Patient phone call to the practice.
    - i. Calls may be sent to general voicemail box. Voicemail box is monitored by a dedicated clinical support staff member during normal business hours, Monday-Friday 0800-1700 hours.
    - ii. Clinical support staff will call patient within 24 hours to verify request. Staff member will review patient's record, determine appropriateness of request, call pharmacy if there are additional questions. A phone note in the EMR will be sent electronically to provider's inbox.
    - iii. Provider approves request in EMR and sends to pharmacy electronically.
      - 1) If provider denies request, patient will be notified and provided with an alternative treatment plan.
  - b. During the patient's appointment/visit.
  - c. Electronic prescription request (eRx) directly from the pharmacy to the provider's inbox in the EMR.
  - d. Electronically via the patient portal.
    - i. Request is routed to performing provider's inbox or authorized provider's inbox.
4. The patient must schedule an appointment prior to requesting or renewing a prescription if not seen in the office for the past twelve months.
5. Prescriptions are ordered with the amount of renewals needed until the next appointment. Almost all requests for prescription renewals between regularly scheduled appointments will require an appointment in the office prior to authorization.
  - a. If patient requests a renewal but is overdue for an appointment or follow-up visit and/or blood work (necessary for monitoring the safety or effectiveness of a medication), the provider may agree to renew the medication to last until an office visit can be scheduled. It is the patient's responsibility to schedule an appointment before they run out of medication.
6. Renewal requests for Schedule II drugs or controlled substances will not be accepted by phone, email, or fax. Controlled substances will only be prescribed during an office visit in an adequate amount to cover patient until the next scheduled appointment.
7. Substitution of drugs.
  - a. Performing or authorized providers shall order generic prescriptions whenever available unless medically necessary. Florida Statute 465.025, Substitution of drugs.
8. **Denials**
  - a. Denial of prescription renewal may be made for all, but not limited to, the following reasons:
    - i. Re-evaluation of the treatment plan due to complications or the type of medication.
    - ii. Medication no longer necessary.
    - iii. Patient non-compliant with treatment plan.
    - iv. Patient not seen in the practice for the past year (twelve months).

**SUPPORTING/REFERENCE DOCUMENTATION:**

- Prescription. (N.D.) *Mosby's Medical Dictionary, 8th edition.* (2009). Retrieved January 29 2019 from <https://medical-dictionary.thefreedictionary.com/prescription>
- <https://www.dea.gov/drug-scheduling>
- FLA. STAT. § 465.025 (2018).

**RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:**

- HWCOP Administrative Policy: *Incident Reporting No.:* **200.03.100A**
- HWCOP Administrative Policy: *Patient Identifiers No.:* **200.02102A**