



Refill Request Expectations for Patients

As a patient at Central Dermatology Center, your skin health and concerns are our priority. To ensure that we are safely caring for your health we have guidelines in place for all prescription refill requests.

1. When your initial visit has concluded, and your provider indicates follow up expectations, please schedule as you leave our office to best accommodate your schedule and ensure that your refills are not delayed due to requesting an appointment without advanced notice. We would like to guarantee that you are able to schedule prior to your prescription expires and this is best done by scheduling early.
2. The staff at Central Dermatology Center want to accommodate your refill requests in a timely manner to prevent delay in therapy. To ensure we have the proper information to complete these requests we ask that you contact your pharmacy and have them electronically request a refill from us. Phone and portal requests will not be acceptable forms. We recommend making this request when you are notified that you are collecting the last fill of your medication.
3. There are times when we will be unable to provide prescription refills due to a lapse in clinical assessment. If it has been more than one calendar year since we have seen you in our clinic, we will be unable to provide any refills. Please ensure that you schedule these appointments in advance to avoid waiting times. If you are on a high-risk medication that requires assessment more frequently than every year you must remain within the set appointment time frames established by your provider to have refills approved in our system.

Thank you for your continued trust in use with your skin health management and care.