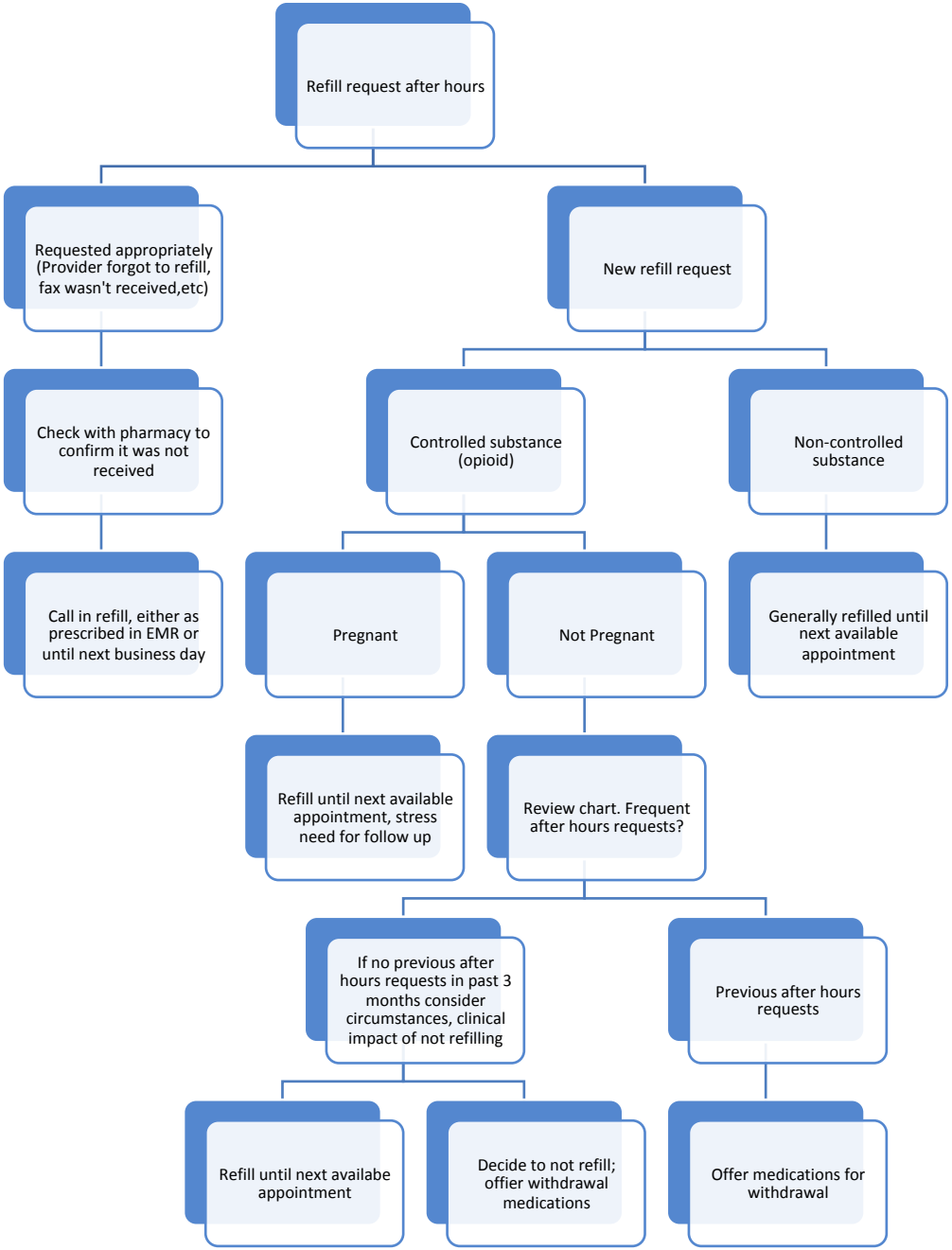
Refill request after hours
Requested appropriately (Provider forgot to refill, fax wasn't received,etc)
New refill request
Check with pharmacy to confirm it was not received
Controlled substance (opioid)
Non-controlled substance
Call in refill, either as prescribed in EMR or until next business day
Pregnant
Not Pregnant
Generally refilled until next available appointment
Refill until next available appointment, stress need for follow up
Review chart. Frequent after hours requests?
If no previous after hours requests in past 3 months consider circumstances, clinical impact of not refilling
Previous after hours requests
Refill until next availabe appointment
Decide to not refill; offier withdrawal medications
Offer medications for withdrawal