



INDIANAPOLIS INDEPENDENT PEDIATRICIANS, P.C.

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PRESCRIPTION REFILL POLICY – GUIDELINES

- We will do our VERY best to process refills within 48 business hours of receipt of the request.
- You may request a refill using our Secure Contact Link on our website.
- Dr. Hayford is very busy seeing patients during the workday. Prescriptions are often sent at the end of the business day or during the evening.
- Once a refill is processed in our office, our EHR system will notify via text the primary phone number on the file that it has been sent to the pharmacy. If your phone number changes, please let us know so it may be updated in our system.
- With the out-of-stock challenges same-day turnaround will be difficult so advance notice is needed. The physician must review every chart before refilling medications. This may take a little longer than 48 hours depending on each patient's history.
- Office closure dates are listed on our website. Please check back often for changes and additions. When the office is closed prescription refills may be requested using the Secure Contact Us link found on our website. A staff member will review these requests a few times per week during the dates closed. These requests will then be forwarded to the physician for review and processing.