



**SUQUAMISH INDIAN TRIBE  
HEALING HOUSE**  
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**PURPOSE**

To describe the STHH policy and procedure for processing of medication refill requests.

**POLICY**

Refills will be processed within 3 business days (does not include weekends or holidays) of receipt of the request. Refill requests received on Fridays will be processed the following week and will be completed by Tuesday.

Below are guidelines regarding refilling of medications:

Unless otherwise directed by physician, maintenance medications for conditions such as blood pressure, diabetes, cholesterol and thyroid will be approved if patient has had an office visit within the last 12 months AND, upon chart review, is following treatment plan (labs, follow up visits, consultations).

Controlled substances such as opioids, benzodiazepines, and ADD/ADHD medication will require a mandatory visit every 3 months unless otherwise directed by physician.

**PROCEDURE**

All refill requests should include the name of the medication, current dosing, and pharmacy to which the request should be directed.

Patients will be advised to first contact the dispensing pharmacy for refill requests. If no refills are available, to ask the pharmacy to send a refill request directly to the clinic. If the refill has not been addressed in 48 hours, the patient should contact the clinic directly through any of the following means: telephone, clinic voicemail, or patient portal.

Clinic staff (RN, LPN or MA) will review incoming requests, discuss with physician as indicated, and forward the refill to the physician for signature. Upon review of the patient chart, the physician may adjust the amount or number of refills, request the patient make an appointment before further refills can be given, or may ask clinic staff to contact the patient with further questions.