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To our parents and families:

Re: Pharmacy issues and medication refills

We currently get medication refill requests on chronic medications directly from pharmacies. Some of these are generated by your requests as parents/patients. Others are generated by the pharmacy without your request. We have no way of differentiating one from the other. Some of the refills generated by the pharmacy are in error. Sometimes these are the wrong doses, wrong meds or wrong formulations. This can result at best, as an unnecessary trip the pharmacy where you discover the error, or at worst, an errant medication being given to your child.

To avoid our patients getting unnecessary or errant refills, we are enacting the following new policy:

1. We are requesting that you notify **our office** of any refill requests directly. The portal is the best and most efficient way to do this. Appropriate refills will be sent in within 2 business days of that request. You may also call the office directly during business hours to request a refill.
2. We, as your physicians, will make sure you have an appropriate numbers of refills on the initial prescription to avoid the need for multiple phone requests.
3. Be aware that when you run out of refills on your prescription, that likely means that you are due for a follow up visit in our office or a well visit. We are happy to schedule that for you.
4. Controlled substances **can** be requested via the portal. They will **ONLY** be refilled by your primary care doctor, **NOT** the covering doctor. If your doctor is on vacation or out of the office and you are out of meds, the covering doctor will prescribe the exact amount needed to cover your child/you until your PCP returns. Please be aware of your pill count and give us enough time to avoid this occurrence.

We continue to have your child's well being and safety as our number one priority. Thanks for working with us on these changes to ensure this.

The doctors and staff of Tanque Verde Pediatrics