



## **Medication, Medication Refills and Narcotic Pain Medication**

We encourage patients to request prescription medication refills via our Patient Portal. Patients can also call the office at 704-510-1600 x 302 and leave a detailed message for our clinical assistants. Our office hours are 8 a.m. until 5 p.m., Monday through Friday. Please allow 24 hours to respond to refill requests. We will address routine requests made after business hours, weekends, or holidays when the office opens on the next regular business day.

If your healthcare provider determines that you need narcotic pain medicine, we will prescribe them in the office or hospital as part of an overall plan of care or as part of a post procedure/post operative care. We will prescribe pain medications during the treatment process and based on a regimen that we think will be most effective for you and compliant with North Carolina state narcotic laws.

Please note that On-Call physicians will not prescribe narcotic pain medicines after regular business hours. If you have any questions about this policy, please discuss them with your provider.