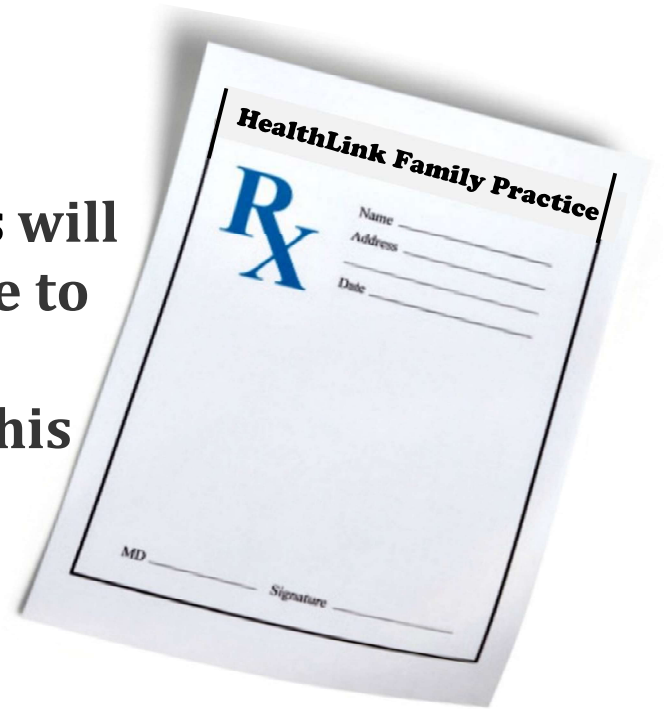


# New Process for Prescription Renewals

**Effective July 1 2023**, most of the Physicians will begin charging a fee for patients who choose to have prescription refills done without an appointment, as we can no longer provide this service for no cost.



To ensure patients are not billed for renewals they did not authorize, **we will no longer be accepting medication refill requests from your pharmacy.**

To renew your medications for no cost, you will need to **book an appointment** with your Physician. This can be done online by visiting [www.tworiversfht.ca](http://www.tworiversfht.ca) and clicking “Book Appointment Online” or by booking with a receptionist.

## **Moving forward, we ask that you please:**



- **check all your prescriptions before your appointment**
- **request all refills while you're at your visit**
- **book an appointment when your prescriptions are running out (2-4 weeks' notice)**
- **be aware that pharmacies can provide an emergency supply of most medications, should you need it**

If you wish to request a medication refill without an appointment, you can also do this online by visiting [www.tworiversfht.ca](http://www.tworiversfht.ca) and clicking “Patient Centre” then selecting “HealthLink Patient Forms” and pressing the “Click Here to Request a Medication Refill” button or by calling into the clinic and pressing “1” during regular business hours.

Please note that depending on the specific medication being requested, your physician may still require an appointment for you to obtain the medication refill.

Thank you.