

Peter M. Barker, M.D.
Keith C. Nobil, M.D.
Anthony G. Spartos, M.D.
Laurie H. Witts, M.D.
Alec Style, M.D.
Stacy A. Rubtchinsky, M.D.
Daniel R. Trutt, M.D., C.M.



250 Paradise Road, Swampscott, MA 01907-2948
Tele: 781-596-2000 • Fax: 781-595-7111
www.myfamdocs.com

Lisa M. Ceplikas, M.D.
Jeffrey W. Phillips, M.D.
Amanda Ritvo, M.D.
Sara L. Smoller, N.P.
Justin M. Yunes, N.P.
Wendy P. Beaumier, N.P.
Cheryl Wisniewski, N.P.

NEW REFILL POLICY EFFECTIVE NOVEMBER 1, 2014

To all of our patients,

The Family Doctors has changed its medication refill policy. We aim to provide you the best care possible. Having more staff time to spend on your overall care is an important part of our plan. To this end, we have elected to no longer honor refill requests generated by pharmacies (local and mail away) and faxed to our office. We recognize that many of you use their automated systems.

You will still be able to request AUTHORIZED refills that way. We have found many faxed requests for new authorizations are for medicines that you and your provider have discontinued or changed doses. We have found duplicate requests and requests for medicines that already have refills remaining. We receive requests for persons who are not our patients! We value our staff and feel their time can be better spent than sorting out these errors. All refill requests will need to come from you, the patient or representative, whom we feel has the best information about what is needed. You may speak with our office staff directly, leave a request on the refill line, or use our portal to email us. We recognize that change can be difficult, but we believe the end result will benefit us all.

Thank you in advance,

All of the providers and staff at The Family Doctors