

In an effort to improve patient experience and further our commitment to team-based care, Cleveland Clinic pharmacists at some primary care clinics are now reviewing and approving prescription renewal requests for certain medications, following the plan of care that you have established with your physician. This program is designed to make the prescription renewal process faster and will enable your physician to spend more time on your other care needs.

### **Why do some of my medications listed have a pharmacist's name where the physician's name should be?**

In an effort to improve patient experience and further our commitment to team-based care, Cleveland Clinic pharmacists at some primary care clinics are now reviewing and approving MyChart® prescription renewal requests for certain medications, following the plan of care that you have established with your physician. This program is designed to make the prescription renewal process faster and will enable your physician to spend more time on your other care needs.

If your primary care physician is participating in this team-based care practice, you may notice a pharmacist's name in place of the provider who originally prescribed you the medication. If you have questions related to this program or your treatment plan, please contact your provider's office directly.

### **Is there a cost associated with this service?**

No, this pharmacist service is provided free of charge at participating primary care clinics as a part of Cleveland Clinic's commitment to team-based care, and may expand to other primary care locations.

### **How do I request a refill?**

If you have refills left on your prescription, please contact your pharmacy.

If you do not have refills left for a particular prescription, you may use MyChart's prescription renewal feature, or call your provider's office.

MyChart's prescription renewal feature sends an electronic request to your healthcare team. You will receive a MyChart message when the renewal request has been processed. If your healthcare provider requires an appointment to renew the prescription, you will receive notification via a MyChart message.

### **Who do I call with questions about my medications and treatment plan?**

If you have a question regarding the treatment plan that you have established with your physician, please contact their office directly, either by phone or with MyChart's Message My Doctor's Office feature.

If you have general questions regarding your medication's uses or side effects, you may contact your pharmacy.

### **Do I still need to see my physician for prescription renewals?**

This service is not meant to replace or diminish the partnership between you and your primary care provider. You should continue to follow the treatment plan that you have established with your physician, scheduling appointments as originally directed.

While Cleveland Clinic pharmacists will approve many prescription renewal requests, in some cases it will be necessary to make an appointment in order to renew the prescription. Pharmacist approval of renewal requests is based on the original care plan developed by your physician.