

GROSKOPP & RYLAND

Rogue Valley Physicians, P.C.

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541-608-7683 Fax: 541-608-7689

To our valued patients:

In order to provide you with our full time and attention when you come for an appointment, we would like to ask you to be aware of the following guidelines that help us to help you.

Arriving for Appointments:

- We ask that you arrive 20 minutes prior to your scheduled appointment time. This gives the front office staff time to get you checked in and make any changes to your information and gives our medical assistants time to get your roomed and ready to see your provider.
- The front office staff will always give you your check in time when scheduling. There is no need to arrive any earlier than the time given when scheduling appointment.

Prescription Refills:

- Please call your pharmacy directly for any prescription refills, even if you have no refills left. The pharmacy will contact us directly to get approval for a new prescription. Please plan ahead as most local pharmacies request **2-3 business days** for prescription refills.
- If you are needing a refill on a controlled medication, please call our office at least 72 business hours prior to running out of medication.
- For **mail order prescriptions**, please contact your pharmacy for refills via their 800 number or website. Please be sure to contact your pharmacy at least 2 weeks before you will need the refill. If it is necessary for us to complete forms for your mail order pharmacy, please give us **3 business days** to complete the paperwork and have it ready for you.