

## PATIENT TIPS

- ✓ Refills for Medication: If your Fort Bend Family Health Center (FBFHC) medical provider prescribes medication for you, you may fill your prescription at the FBFHC Pharmacy.



### ***Before You Run Out of Medication:***

- Call the Pharmacy to request a refill if you have any refills remaining on your medication. If you fill your prescriptions at an outside Pharmacy, call that Pharmacy to request refills.
  - If you do not have any refills, call the Pharmacy before you run out of your medication. It takes a minimum of 72 hours or 3 business days to complete a refill request when you have no refills remaining.
- ✓ Lab Results- Your Lab Results will be available to providers in 3 - 5 days. ***You will be contacted if there are any abnormal results.*** All normal results will be reviewed at your next office visit.
  - ✓ Speaking to the Nurse- ***Effective April 1, 2007, you will need to make an appointment to discuss medication changes or requests, lab results, referral requests and any other issue. The normal visit fee will apply to these visits.***



- ✓ Nurse Notes- Nurses assist medical providers with patients in the clinic. If you have a question or issue you need to discuss with the nurse, you will be asked to tell the receptionist answering the phone what you need and provide her with a working phone number. Please allow the nurse 24 hours to call you back. The nurse will try to call you three times. If the nurse is not able to reach you at the phone number you provided, your chart will be returned to medical records. ***Please do not keep calling with the same message for the nurse.*** The nurse will call you back as soon as possible



