

DR. OLIVA-CUSTIC SKIN & ACNE CLINIC

It is the policy of the clinic NOT to renew prescriptions by fax or phone.

Prescriptions must be reviewed with the doctor. Usually medical office visits are required because the doctor can: reassess your condition and evaluate your progress on the medication; assess any side-effects that have developed; update you on new medications; answer any questions regarding use of your medication.

- A **\$15 Fee** will apply for all fax or phone prescription renewals
- It may take up to 48 hours for the prescription request to be processed.
- The **\$15 Fee** must be paid in advance of the prescription being processed.
- Fees can be paid by phone credit card transactions when calling in the prescription request, or patients can come in to the clinic to process payments.
- Receipts for prescription renewals will be printed out for patients, and can be picked up at their convenience, or printed out at their next appointment.
- To avoid being charged renewal fees- **CALL TO BOOK A FOLLOW-UP APPOINTMENT FOR PRESCRIPTION RENEWALS WELL IN ADVANCE.**
- Bring all prescription creams or medications to each appointment