

### **Prescription Renewal Process**

#### **Prescriptions Requests from Pharmacy:**

- Listowel Clinic office has created a new general policy that they **do not accept** prescription requests from pharmacies, except for patients who require blister packs
- Now that fees apply to the patient, it must **be the patient who initiates** the request and agrees to the fee We will no longer accept prescription requests from pharmacies

#### **Renewal Process:**

Patient has two options:

1. Call 519-291-4200 and pt will be prompted to hit "1" for prescription renewal. Message will state: 2 weeks notice required and by leaving a message pt agrees to pay the prescription fee within 30 days unless you are signed up with the annual block fee plan. Patient will be prompted to leave the following information:
  - Name
  - DOB
  - Phone number
  - Medication name(s) noting they can spell it if needed
  - Pharmacy pt would like it faxed to
2. To renew online:  
<https://ocean.cognisantmd.com/intake/patients.html?eReqRef=e3e42421-2499-417a-97d3-3eafc1c0bf37#/eRequest> and follow the prompts.