



## Hay River Health & Social Services Authority

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### Prescription Refills Community Update

During the temporary Physician shortage, we have implemented with our partners, Rings Pharmacy, the following process to ensure that you have your prescription requirements met:

1. You as the client can go to Rings pharmacy and if you have no renewals on file Rings will assist and work with the Clinic to renew your prescription, in most cases
2. Depending on the medication and how long it has been since you saw a physician, the pharmacist may be able to extend your prescription by one month.
3. Once done a report is sent to the physician to update your health record
4. If your medication does not meet the requirements for continuity of care, the pharmacist will fax a refill request to the medical clinic to be reviewed by a practitioner
5. If the pharmacist cannot renew your prescription they will fax a request to the physician to review your file
6. Once the physician receives this request s/he will review your health records and determine if they are able to authorize a new prescription
7. The physician will then i) send the prescription to the pharmacy or ii) notify the pharmacy that you require follow up before a prescription can be written

If there is an exception, the pharmacist will have a discussion with the physician to come up with a plan on your behalf.

The HRHSSA thanks you for your understanding and is grateful to Rings Pharmacy for their assistance during the temporary physician shortage.

Respectfully

Bonnie Kimble  
A/CEO  
Hay River Health and Social Services Authority

\*Please note, French translation of this communication will follow on Monday