



Burkhart Pediatric & Adolescent Dermatology

(919) 476-1118 | (855) 878-6037

135 Parkway Office Court - Suite 201

Cary, NC 27518

info@burkhartpediatricdermatology.com

www.burkhartpediatricdermatology.com

Prescription Refills and Prescription Prior Authorizations

Prescription Refills

Patients and those authorized to act on their behalf (such as parents and/or guardians) may request prescription medication refills through our secure patient portal, by calling the office at (919) 476-1118, or by contacting their pharmacy when a refill is needed. Please have the following information available: patient name, date of birth, phone number, name of medication, strength and dosage, and the pharmacy to which you would like us to send the prescription renewal. Please make sure we have your complete pharmacy information including name, complete address, and telephone number.

Plan ahead and contact our office at least three (3) business days before your medication is due to run out. If you use a mail order company, please contact us fourteen (14) days before your medication is due to run out.

All prescription refill requests require a review of your medical records. We will either refill the prescription or deny your request. Denials may be based on the drug type, mandatory lab monitoring requirement, or the need to re-evaluate the patient prior to renewal. **If there has been no visit to our office within one calendar year, we will require a follow-up visit.**

We authorize prescription refills only for medications that have been prescribed by our physician.

Regular office hours are subject to change. We will address requests made after business hours, on weekends, or on holidays when the office reopens.

Prescription Prior Authorization

Burkhart Pediatric & Adolescent Dermatology, PLLC will always prescribe the treatment that we feel is best. Nonetheless, your insurance company may deny payment for certain prescriptions or require prior authorization. If a prescription requires prior authorization, our staff will make every effort to obtain it on behalf of the patient in order to ensure receipt of the medication. The process may take a few weeks and we may request your assistance. In some cases, we may require an office visit to address prior authorization concerns.

Please anticipate a 7 to 10-day approval process for prior authorizations and plan accordingly.