

Prescription Process:

1. **How:** Prescriptions are sent online from the provider to the patient's indicated pharmacy
 - a. You do not need your physical prescription, as it will be on file at your pharmacy
2. **Refill Allocation:** When providers submit a prescription, they indicate the number of refills that are permitted before the patient has to have another appointment
 - a. For regularly prescribed medications:
 - i. *For non-controlled medications*, the provider normally sends several refills if the patient is stable on the requested medication.
 - ii. *For controlled medications*, there may only be one refill (30 days) at a time depending on the provider.
 - b. For trial medications, the number of refills allotted varies depending on care plans.

When it is time for a refill:

1. **Monitor Your Supply:** Please monitor your medication supply on a continual basis. We recommend initiating refills with your pharmacy at least 10 days before your medication runs out to ensure minimal disruption with your medications.
2. **First Step: Always** contact your pharmacy first to initiate the refill they should have **on file**.
 - a. If you receive any messages from the pharmacy that you do not understand, **always** contact the pharmacy first to confirm what the next steps are to initiate the refill.
 - b. By reaching out to your pharmacy to initiate the refill, your pharmacy should then work with Sonder if they need anything further.
3. **Pharmacy Cannot Find Refills?** If the pharmacy checks the refills on file, but are unable to locate them or there are no more refills available...
 - a. **Then it is likely time for your next appointment.** Call to schedule an appointment with your provider before Sonder can send additional refills to your pharmacy.
 - i. Once scheduled, please contact Sonder stating:
 1. Name of Medication & that you need more refills
 2. That your pharmacy doesn't have any more refills on file for you
 3. You scheduled an appointment with your provider
4. **Refills Ready?** The easiest way to know when your prescriptions are ready would be to sign up for automatic notifications if your pharmacy offers this. If they don't offer this, please call your pharmacy to confirm when your refills will be ready for pick-up.

*****If there are circumstances beyond your control** with your pharmacy, reach out to Sonder at psychiatry@sonderwellness.com or call at (952) 999-6097 and we will do our best to assist you.***

If you have Walgreens Pharmacy or CVS Pharmacy:

With both of these pharmacies you are able to request refills directly online from your patient account:

Walgreens Pharmacy:

- Go to the following link to start your refill process:
<https://www.walgreens.com/login.jsp?ru=/rx-refillhub/refillhub-holistic>
- If you have an existing account, Sign In. If you do not have an account either select “Create a New Account” or “Refill as a Guest”
- Follow their prompts to complete your refill request.
- If you experience any problems during this process, please contact Walgreens Customer Service by using their Online Chat feature, which is available 24/7

CVS Pharmacy:

- Go to the follow link to start your refill process: <https://www.cvs.com/content/refill>
- If you have an existing account, select “Sign in and refill”. If you do not have account please select “Create an account”
- Follow their prompts to complete your refill request.
- If you experience any problems during this process, please contact your local Pharmacy by using the Store Locator (<https://www.cvs.com/store-locator/landing?icid=refill-rb-storelocator>) and calling the Pharmacy’s phone number.

Pharmacy Concerns:

If you are interested in other pharmacy options, we recommend looking into Capsule Pharmacy (<https://www.capsule.com/>). This pharmacy is completely online, which provides ease of access and saves time by no longer waiting in long lines. Capsule Pharmacy will deliver your prescription to your front door if you live within their service area. They also send your reminders when you’re due for a refill.

If you are interested in this pharmacy:

1. First, contact your insurance to ensure Capsule Pharmacy is covered
2. Second, confirm with Capsule Pharmacy that you are in their delivery radius by selecting “Get Started” from their home page, or by following this link: <https://www.capsule.com/get-started>
3. Third, notify Sonder of your new pharmacy by emailing psychiatry@sonderwellness.com