

Shaun C. Jackson, M.D.
Instructions for Medication Refills

- **YOU** must call refill line yourself. Most pharmacies fax refill request, which this office does not accept.
- Please **allow 2-3** days for your refill to be processed.
- Refills are provided every **30** days; early refills are NOT provided without prior authorization from the doctor.
- Please leave only **1** request.
- In order to process your request you **MUST** leave your name, date of birth, and pharmacy information when calling in your request.
- Medication are **NOT** filled the same day they are requested, please be sure you leave your request **2-3 days prior** to your refill date.
- Refill are **NOT** processed **after 4PM on Friday.** (Ex: If you leave your request BEFORE 4 pm on Thursday, your refill WILL process NO LATER than Tuesday.
- Refills are NOT provided if you do not keep your appointments or injections. If you have “no show” visits you will be provided with a PARTIAL fill until scheduled appointment. You will then again, need to contact the refill line 2-3 days prior to appointment for refills.

Instructions for Refilling Triplicate Prescriptions

- The above instructions apply to triplicate refills as well.
- Please allow 3-4 days for your refill to be processed.
- Your written prescription will be taken to OAKDELL pharmacy 3-4 days after the request is made through the refill line.

Oakdell Pharmacy
423 Treeline Park Suite 201
San Antonio, Texas 78209
(210) 822-6330
9 am – 530 pm

- The medications **CAN NOT** be called into your pharmacy, if you are unable to pick up the written prescription at Oakdell Pharmacy please make the staff aware when calling the refill line.
- If you are uncertain whether your medication is a triplicate please ask the staff before leaving your visit.
- **WE DO NOT CONTACT YOU WHEN YOUR PRESCRIPTION IS READY.**

Patient Signature

Date