



## **Check your Rx: A Prescription Medication Alert**

We receive many calls and e-mail asking questions about prescription drugs, substituting medications and problems with prescription compliance by the Insurance Provider and Pharmacists. Below are some tips that you should keep on hand and discuss with your doctor. It is important that you receive exactly the prescription your doctor has ordered for you.

### **Tips to Filling your Prescription Medications**

1. Always check to be sure the prescription filled is exactly what your doctor ordered.
2. Do not accept a 'generic' from your provider or pharmacist unless you have discussed it with your doctor.
3. When in doubt; call your doctor's office giving them the number of your Insurance representative and pharmacist.
4. Always call your Insurance Provider and tell them their 'substitution' is unacceptable and illegal without your doctor's permission. Let them know your doctor will be calling them directly.
5. Write a letter to your Customer Relations department of your provider and the Insurance Commissioner, briefly telling of the incident and your doctor's intervention. Let them know they are on 'warning' for the potential of adverse effects or inadequate effect of their 'step therapy' substitutions.

Taking medications is a responsibility that we must take seriously as patients. Taking the correct medication is essential to helping you get well and preventing dangerous effects. Your doctor is responsible for choosing the right medication for you. You are responsible to be sure you receive exactly what your doctor ordered. If you have any questions always call your doctor.