



Neurology Institute of San Antonio
3603 Paesanos Parkway, Suite 300
San Antonio, TX 78231

Suzanne K. Gazda, M.D. / R. Braden Neiman, M.D. / Swann Van Delden, M.D.

Medication Refill Policy

Refills are **only** handled via request from your pharmacy. You may also request a refill through the patient portal. If you take a medication every day, you should initiate your refill request at least 5 days before the medication runs out. We will handle your request within 48 hours. It is impossible to handle refill requests in an urgent manner. Please do not call the office and inquire about refills. Once your refill has been submitted you will receive a text message, call, and email informing you your request has been handled.

Our office handles medication refills during normal business hours only: Monday through Thursday from 8:00 a.m. to 4:00 p.m. Friday 8:00 a.m. to 12:00 p.m.

Dr. Gazda, Dr. Neiman, and Dr. VanDelden will not call in medications for conditions or complaints they have not treated. Also, if Dr. Gazda, Dr. Neiman, and Dr. VanDelden have not treated you within a one-year period, you must have an office visit before your refill can be granted.

PLEASE NOTE: The Doctors Answering Service is reserved for emergency calls only. Dr. Gazda, Dr. Neiman and Dr. VanDelden will not refill medication during the weekend.

Patient's Name:

Date:

Patient's Signature: _____