



RingRx Communication Guides

Prescription Refill Requests

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team handle prescription refill calls in a clear, consistent, and professional way.

Use This When

- ✓ A patient calls to request a prescription refill
- ✓ A patient asks whether a refill has been sent
- ✓ A caller wants to check the status of a refill request

Customization Guidance

- ✓ **Verify identity** before discussing any prescription details
- ✓ **State what your team can do** on the call and what requires clinical review
- ✓ **Do not promise timing** unless your practice has a standard refill turnaround
- ✓ **If the request is urgent**, follow your practice's escalation process
- ✓ **Confirm the best callback number** before ending the call

Do

- ✓ Use a calm, steady pace
- ✓ Take ownership of the next step
- ✓ Confirm the medication name if your process allows
- ✓ Explain clearly if a provider review is required

Don't

- ✗ Promise same-day approval unless that is confirmed
- ✗ Guess about refill status
- ✗ Discuss prescription details without verification
- ✗ Give clinical advice on the call

Recommended Script

I can help with your refill request.

May I have your full name and date of birth?

I'll check your request and make sure it goes through the right process.

If needed, we'll follow up with you once it has been reviewed.



Tone Tip

Be calm and brief. Acknowledge the request, then focus on the next step.

HIPAA Reminder

Confirm the patient's identity before discussing details. Avoid leaving detailed information in voicemails or texts.

RingRx Tip

Use call logs to document refill requests and support consistent follow-up.

Review Note

Review quarterly or when staffing responsibilities or refill policies change.