



## Communication and Prescription Refill Policies

Dr. Thoring and the PNMC staff are committed to offering accessible communication to meet the needs of our patients. Every effort is made to respond to questions on the same day, if not within (24) hours.

We encourage patients to keep in contact between appointments to monitor progress and to address questions or concerns regarding treatment as they arise. PNMC is committed to each patient achieving success in their health goals, which begins with clear and ongoing communication. It is our hope that patients are improving between appointments and tolerating the treatment plan set forth. Please contact our office if you do not feel you are progressing with your treatment plan.

**OUR preferred communication is via email [pacificnaturalmedicalcenter@gmail.com](mailto:pacificnaturalmedicalcenter@gmail.com) or fax 805-473-7879** you will get a confirmation that our office has received your inquiry. Please call **only** if you have NOT received an inquiry acknowledgement or if your situation is of an urgent matter. PLEASE note: for **ANY urgent** need, the only acceptable form of communication is the telephone. **Any medical emergency call 911!**

If you are faxing or emailing, PLEASE keep information brief and in bullet-point format not to exceed (3) three questions. If your concerns entail more questions or detail, a brief phone appointment may be needed.

**Phone conversations** with Dr. Thoring's Medical Assistant, need to be kept brief and concise therefore we recommend you have questions prepared and take notes. We appreciate our patients and it is important to us to give personalized care to each patient.

**Prescription refills are the responsibility of the patient** Please plan ahead and contact your pharmacy directly for prescription refills at least 4 days prior to your last dose; unless refilling compounded hormones/medications, which may take 7-10 days. Please NOTE: Any prescriptions requiring "Prior Authorization" need at least (72) hours to process from our office and a second attempt for approval will have a fee of \$25-\$50 applied. You need to contact your pharmacy or insurance company for status.

**Office policy allows for 48-hour to respond to refill requests** your pharmacy will contact our office directly via fax for authorization on refills; we will respond within 48hrs. *Please call with any questions or concerns that may pertain to medication changes several days prior to completion of current prescription.*

**Supplements refill/purchase** we recommend calling, emailing or faxing your order (3) three days ahead to make sure we have your item (s) in stock and we can have your order prepared for you to pick up or to be mailed at your convenience.

**PNMC is here to serve our community and we are dedicated to improve patient care and strive for the highest quality of service. We encourage your input on how we, as your health care providers can help you accomplish your health goals and look forward to being a part of your team.**

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**Patient Signature:**

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**Date:**

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