STANDARD OPERATING PROCEDURE

Prescription Refill Request SOP

Document no.	SOP-PHA-010
Revision	1.0
Owner	Pharmacist in Charge
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To process refill requests promptly, request prescriber authorization when refills have run out, and keep patients informed so therapy is not interrupted.

2. Scope

Applies to refill requests received by phone, app, auto-refill program or in person. New prescriptions being filled for the first time follow the prescription dispensing SOP.

Definitions

Refill authorization request	A request sent to the prescriber's office asking for approval to refill a prescription with zero refills remaining.
Auto-refill	A program that automatically queues a prescription for refill ahead of the patient running out.
Refill hold period	The number of days a completed refill is held in will-call before being returned to stock.

3. Responsibilities

Pharmacy Technician	Receives refill requests, checks refill status and follows up with prescriber offices.
Pharmacist	Reviews requests requiring clinical judgment and approves queuing for fill.
Patient	Requests refills with enough lead time and picks up ready prescriptions.
Prescriber Office Staff	Reviews and responds to refill authorization requests from the pharmacy.

RACI matrix

Activity	Pharmacy Technician	Pharmacist	Patient	Prescriber Office Staff
Receive and log refill request	R/A	I	C	-
Check refills remaining and validity	R/A	C	-	-
Send refill authorization request	R	A	I	C
Respond to authorization request	I	C	I	R/A

Activity	Pharmacy Technician	Pharmacist	Patient	Prescriber Office Staff
Notify patient prescription is ready	R/A	I	I	-

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Pharmacy dispensing system with refill queue
- Prescriber office contact directory
- Refill authorization request forms or e-fax
- Patient notification system (call, text or app)
- Will-call bin with hold-date labels

5. Procedure

Step	Task	Owner	Done
5.1	**Receive the refill request** Accept the request by phone, app, auto-refill queue or in person, and confirm the patient and prescription being requested.	Pharmacy Technician	☐
5.2	**Check refills remaining** Look up the prescription in the dispensing system to confirm refills remain and the prescription has not expired.	Pharmacy Technician	☐
5.3	**Verify insurance and payment status** Confirm the patient's insurance or payment method is still active before queuing the refill for fill.	Pharmacy Technician	☐
5.4	**Queue the refill for filling** If refills remain and coverage is active, queue the prescription for filling through the prescription dispensing SOP.	Pharmacy Technician	☐
5.5	**Identify prescriptions with no refills left** For a prescription with zero refills remaining, flag it for a prescriber authorization request instead of queuing it for fill.	Pharmacy Technician	☐
5.6	**Send the refill authorization request** Send a refill authorization request to the prescriber's office with the patient, drug, strength, quantity and last fill date.	Pharmacy Technician	☐
5.7	**Log the request and track follow-up** Record the date the authorization request was sent and the prescriber office contacted in the pharmacy system for follow-up tracking. **Checkpoint:** Every pending authorization request has a logged send date so overdue requests can be identified.	Pharmacy Technician	☐
5.8	**Follow up if there is no response** Follow up with the prescriber's office if no response is received within the pharmacy's standard follow-up window, and log each follow-up attempt.	Pharmacy Technician	☐
5.9	**Receive and record the authorization** When the prescriber's office responds, update the prescription record with the new refill count or new prescription details as authorized.	Pharmacist	☐

Step	Task	Owner	Done
5.10	**Notify the patient the prescription is ready** Notify the patient by call, text or app once the refill has been filled and verified, including the pickup location and hours.	Pharmacy Technician	☐
5.11	**Hold for pickup within the set period** Store the completed refill in will-call with a hold-date label showing when it will be returned to stock if not picked up.	Pharmacy Technician	☐
5.12	**Return unclaimed refills to stock** Return prescriptions not picked up within the hold period to stock, updating the system and noting the reason for any denied or unfilled refill request.	Pharmacy Technician	☐

6. Quality checks

- Refill status is checked against the system before any refill is queued.
- Every authorization request sent has a logged date for follow-up tracking.
- Patients are notified promptly once a refill is ready.
- Unclaimed refills are returned to stock within the pharmacy's hold period.

7. Records

- Refill request log
- Prescriber authorization request and response records
- Patient notification log
- Will-call hold and return-to-stock log

8. KPIs

- Average time from refill request to patient notification
- Percentage of authorization requests answered within the follow-up window
- Number of refills returned to stock unclaimed
- Number of therapy interruptions due to delayed authorization

9. Common mistakes

- Queuing a refill for fill without checking refills remaining first.
- Not logging the date an authorization request was sent, making follow-up unreliable.
- Letting an authorization request go unanswered without following up.
- Leaving a picked-up-but-unclaimed prescription in will-call indefinitely.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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