

NOTICE ABOUT PHARMACY CHOICE

Due to the frequent and continuous issues that we have been experiencing with Walgreen's & CVS, we are urging patients to seek other pharmacies for filling prescriptions. By continuing to use these larger pharmacies, we can not guarantee timely pick up of your prescription and we would hate for you to have any type of setback due to these problems.

Issues that we frequently experience:

- their "system" often loses prescriptions that we send
- their "system" tells patients that Dr. Marsh does not have a valid DEA & thus, can not fill (no explainable reason for this)
- the pharmacists are not willing to allow any type of early refills (even if it is only 1-2 days)
- pharmacy staff often tells patients to "contact doctor" when the issue is theirs to solve (often locating a prescription they have received)
- extremely long hold times on phone and often disconnected after 30+ minutes (even when pressing "provider" option)
- low supply of the needed medication

Ultimately, the decision is yours as to where your prescription is sent by us. But please realize that we have numerous patients who use these larger pharmacies and once prescriptions are sent to Walgreen's or CVS, we do not have the time or staff to follow up on the multiple prescriptions sent to various Walgreen's/CVS pharmacies and ensure that they are either filled or re-sent to other pharmacies. **Once your prescription is sent to Walgreen's or CVS, it will be your responsibility to resolve any issues.**