

# Prescription Refill Flowchart

Does your prescription label indicate that you have  
**REFILLS REMAINING?**

**YES, REFILLS**

**NO REFILLS**

Is the prescription  
**EXPIRED?**

**YES, EXPIRED**

**NOT EXPIRED**

Contact your  
**PHARMACY**  
for a refill.

Most pharmacies will refill your medication within one business day.

Is the prescription from a provider at  
**UNC CAPS?**

**YES, CAPS**

Contact your  
**CAPS PROVIDER**  
directly for additional refills.

**NOT CAPS**

Contact your  
**PHARMACY**  
to request a refill from your provider.

If it has been over a year since your last appointment, many providers will want you to schedule an appointment with them before they issue more refills.

**FOLLOW UP WITH YOUR PHARMACY**  
in 3-4 business days to see if your provider has approved your refill request.