

Prescription Refill Policy

Acton Medical Associates requires three business days for medication refills and renewals. To provide high-quality clinical service, Acton Medical providers review medical records to determine if a medication is appropriate to refill.

You can request a refill in the following ways:

- Login to Healow Patient Portal to request a refill online
- Call (978) 635-8700. Follow the prompts to the pharmacy refill line.

If you cannot wait 3 business days for your medication to be refilled, please call and speak to the nursing staff for an urgent refill.

Our care team requests that you schedule an annual exam so your prescription medications can be refilled. If we receive a request for a medication renewal and you are overdue for an annual exam or office visit to address your health condition, we will attempt to outreach three times via the Healow Portal (if registered) or by mail. After three attempts at outreach, your medication refill may be denied.

If a medication requires prior authorization through your insurance company, please allow 10 business days for processing.



321 Main Street
Acton, MA 01720
(978) 635-8700

592 King Street
Littleton, MA 01460
(978) 486-9255

231 Ayer Road
Harvard, MA 01451
(978) 772-1213

36 Highland Commons East
Hudson, MA 01749
(978) 568-1420

