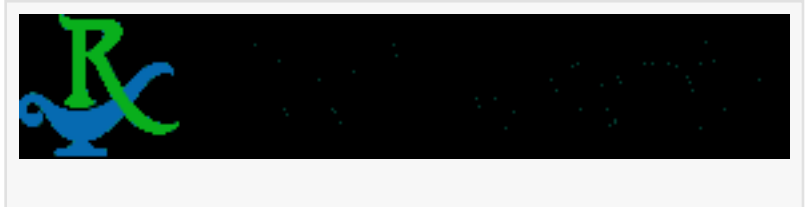


# RefillGenie Offers Text-Based Medication Refill Service to Bridge Gaps in Patient Care

*Physician-created service helps patients with ongoing prescriptions access medication refills through a text-based process in 49 states and Washington, D.C.*



JERSEY CITY, NJ, UNITED STATES, May 1,

2026 /EINPresswire.com/ -- [RefillGenie](#), physician-founded telehealth service headquartered in Jersey City, New Jersey, provides text-based medication refills to patients across 49 states and the District of Columbia. The service addresses a persistent challenge in American healthcare: patients who run out of essential medications during transitions between doctors, insurance changes, or while traveling.

According to the Centers for Disease Control and Prevention, approximately 1.3 million Americans visit emergency departments annually due to adverse drug events, with medication non-adherence contributing significantly to preventable hospitalizations. RefillGenie's text-based platform offers a pathway for patients to maintain continuity with their prescribed medications during circumstances that might otherwise interrupt their care.

## Addressing Gaps in Medication Access

The service operates through a straightforward four-step process:

- Patients answer health-related questions via text message
- Medical information undergoes verification
- A licensed physician conducts a brief text-based consultation
- The prescription is transmitted directly to the patient's pharmacy

"RefillGenie was created by physicians who were tired of seeing patients harmed simply because they ran out of essential medications," stated Dr. Stephen Kelly, Founder of RefillGenie. "Our text-based service makes it easy for anyone to quickly access the life-saving refills they need."

The service positions itself as a temporary solution rather than a replacement for ongoing primary care. RefillGenie encourages patients to reconnect with local healthcare providers for continued treatment while using the platform to prevent gaps in medication coverage.

## Patient Safety Protocols

RefillGenie maintains specific limitations on the types of medications available for refill. The service does not provide:

- Controlled substances
- Sedatives
- Muscle relaxants
- Lifestyle medications
- Medications requiring close monitoring
- New medication prescriptions

In cases where additional verification is necessary, RefillGenie may request bloodwork, which the service orders and interprets at no additional cost to the patient. This approach reflects the company's emphasis on maintaining appropriate medical oversight within the telehealth framework.

## Patient Experiences

Patients who have used the service describe their experiences navigating healthcare access challenges:

Anthony C., who manages chronic insomnia, shared: "As someone who struggles with chronic insomnia, RefillGenie helped me when my PCP was not responding punctually to get my medication refilled. This is a wonderful service for those who experience a doctor's office with poor workflow and backlogged prescriptions. Thank you guys."

Robert H. noted: "Outstanding and quick thorough responses from doctors. I did not even get a response from other similar companies who are overwhelmed right now."

Peter H. described a situation involving insurance transitions: "I ran out of a key prescription because of a perfect storm of new insurance and a now out-of-network provider. I did some research on online refill services - many greatly limit the kinds of meds they'll provide. Happily, RefillGenie was able to do it. Lots of questions and proofs - rightly so - and in a couple of hours

my pharmacy was working on the refill. So relieved. And the next day I got a nice follow-up enquiry from the doctor. I wish I'd known about them sooner, it would have saved a lot of worry!"

## Service Availability and Response Times

RefillGenie operates 24 hours a day, 7 days a week, with a standard turnaround time of 12 hours. According to the company, most refills are completed before this timeframe. The service covers patients in 49 states and the District of Columbia.

The platform serves patients managing chronic conditions, including those with diabetes and hypertension, where consistent medication adherence is particularly important for preventing complications such as strokes and heart attacks.

## Healthcare Context

Medication adherence remains a significant concern within the American healthcare system. Patients frequently encounter barriers to refilling prescriptions, including scheduling conflicts with physician offices, delays in insurance authorization, and gaps during transitions between healthcare providers.

RefillGenie's text-based approach eliminates the need for scheduled appointments, allowing patients to initiate refill requests at any time. This model may be particularly relevant for individuals with demanding work schedules, those in rural areas with limited healthcare access, or patients experiencing temporary disruptions to their usual care arrangements.

For more information about RefillGenie's medication refill services, visit <https://refillgenie.com/> or call +1 (929)-274-3052. Additional resources are available on the company's blog at <https://refillgenie.com/news/>.

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## About RefillGenie Inc.

The physician founders of RefillGenie were tired of seeing patients suffer from strokes and heart attacks simply because they were unable to refill their blood pressure medication. For that reason, they created a simple, text-based service to ensure anyone can access their life-saving medications, even when in-between doctors or insurance plans.

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<https://maps.app.goo.gl/h2MXW1Tnr1wYhNbX6>

## Note to Editors

- RefillGenie is a telehealth company that provides medication refill services to patients in 49 U.S. states and the District of Columbia.
- The company was founded by Dr. Stephen Kelly and is headquartered in Jersey City, New Jersey.
- RefillGenie's mission is to remove barriers to medication access and ensure patients can easily manage their health, even during times of uncertainty or transition.
- The company offers a user-friendly, text-based service with transparent pricing and direct communication with licensed physicians.
- RefillGenie does not intend to replace primary care doctors. It serves as a temporary resource to bridge gaps in care and prevent complications from conditions like diabetes and hypertension.

End of Press Release.

Stephen Kelly

RefillGenie

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