

## MEDICATION MANAGEMENT POLICY

For the best service please review these points about medication management.

### MED MANAGEMENT BASICS

1. **All patients must be seen a minimum of every 3 months.**
2. If a patient fails to come in every 3 months, prescriptions will not be written until the patient has their med check. There are no exceptions.
3. After the initial evaluation with Dr. Parker, patients will meet with one of the nurse practitioners for regular med checks.
4. We do not do medication changes over the telephone. Make an appointment and come to the office. Insurance does not cover phone appointments. If unavoidable, the charge for a phone appointment is \$45. Children or young adults away at school or in a facility are the *only* exceptions to this rule.

### PRESCRIPTIONS

1. Some insurance companies permit 90-day prescriptions; call the insurance company to ask *before your appointment*. 90-Day prescriptions save all of us much time and effort.
2. We will not write 90-day prescriptions outside of appointments, unless the appointment just took place (within 2 weeks).
3. If you have the 90-day option, you must come in 2 weeks before running out.
4. If the prescription was written for 90 days and the pharmacy only filled it for 30 days, the PHARMACY must call our office to inform us. If we do not hear from your pharmacy, this may delay further prescription refills.
5. We absolutely will not write post-dated prescriptions, except in cases of extended travel out of the country – proof of travel is required.

### URGENT/EMERGENCY CARE

1. If you have an URGENT medication issue, tell the front desk and they will make sure we get the message and back in ~ 24 hours
  - URGENT = not life and death, but needs attention soon for a significant reaction to the medications. We will often schedule sooner than your routine appointment.
2. EMERGENCY: For emergency, life or death, emergency room, psychiatric hospital consults, tell the front desk and they will get one of our team [your therapist or medication prescriber] immediately.
3. Non-Emergency messages left on the Emergency Answering Service are not passed on to us. This includes messages about cancelling appointments, unspecified “call me” messages, etc. Messages like this can be called into the front desk during regular office hours.
4. Weekends and evenings, EMERGENCY NUMBER only for life or death matters: 888.719.5631
  - Do not call to discuss family conflicts or appointments during weekends and evenings, these matters must be discussed in counseling.

## MEDICATION REFILLS

1. Best requested through: [prescriptions@parkerschlichter.com](mailto:prescriptions@parkerschlichter.com) - Name, name of medication and dosage, date of birth are required on requests written or phoned.
2. KEEP YOUR PRESCRIPTIONS CAREFULLY PROTECTED - if lost or stolen, we do not assume responsibility.
3. LOST PRESCRIPTIONS: We cannot refill lost prescriptions for controlled substances. All other prescriptions will be refilled one time, if lost, for a 30 day supply
4. ROUTINE REFILLS: Schedule appointments at the front desk, our routine minimum is to be seen in the office every 3 months. Noncompliance to appointment follow up will result in having to be seen monthly to get refills.
5. Please make your follow up med check appointment when you are in the office to prevent a lapse in medication.
6. We do not mail or fax prescriptions. You must get them in your appointment or pick them up from the front desk. See below for our office hours.

## PRESCRIPTION LINE: 757-961-0606 EXT 300

1. Please call refill requests in to the prescription line ONLY. The front desk cannot help you with this.
2. When calling in a prescription please leave the following information for each prescription requested:
  - Your full name
  - ***Your pharmacy phone number*** ← without this, we CANNOT call in your prescription!
  - Name of the drug(s) and dosage
  - Whether it is for 30 days or 90 days
3. There is a **2-3 business day** turnaround time to write prescriptions. Saturday and Sunday are not business days. Holidays can delay this process. Please plan accordingly. Please call to see if the prescription is ready for pickup. The office will only call you if there is additional information needed.

### FRONT DESK HOURS (CLOSED DAILY FROM 12-1PM)

Monday-Thursday	8:00am-11:55am, 1:00pm-6:30pm
Friday	8:00am-11:55am, 1:00pm-3:30pm
Saturday	CLOSED
Sunday	CLOSED

We are closed on all major holidays.

Additional closings will be posted at the front desk.

### FRONT DESK **PHONE** HOURS (CLOSED DAILY FROM 12-1PM)

Monday-Thursday	9:30am-12:00pm, 1:00pm-5:00pm
Friday	9:30am-12:00pm, 1:00pm-4:00pm
Saturday	CLOSED
Sunday	CLOSED

The general voicemail is available 24 hours daily for cancellation messages. Call 961-0606, press 2 for appointments, and leave a message on the machine.