

## **A NOTE TO OUR PATIENTS**

We would like to take the opportunity to highlight some of our routine office practices so that we can avoid misunderstandings in the future.

### **1. PRESCRIPTIONS:**

If you are on medication, we generally prescribe ample medication to last until your next appointment. If you return for appointments as recommended, you should not run out of medicine. Please remember that our office does not “call in” routine prescriptions to your pharmacy. Our policy is to provide written prescriptions. There should be enough medication on the previous prescription until the next scheduled appointment. Please note: if your physician does feel it is appropriate to call in prescriptions, we can only do so during routine office hours. As we do not have access to our patients’ charts outside office hours, we do not feel the best medical care can be provided under these circumstances. Anytime you need to have a refill on medication it is important to check if you are due for an appointment by calling our staff. You can check the status of any refills prior to the end of the working day. There will be a fee for any services extra to writing prescriptions, eg: faxing or mailing prescriptions, getting authorizations, etc.

### **2. CANCELLING APPOINTMENTS:**

It is important that you call to cancel existing appointments for at least a full business day in advance. A specific time is allotted for appointments. Without advance notice, we are unable to utilize this time for other patients who might need to see us. Therefore, you will be charged for the time that was held for your appointment. We would rather not charge you and would rather utilize the time for other patients. You would need to cancel a Monday appointment on the prior Friday morning in order for us to try to utilize that time.

### **3. EMERGENCIES:**

Please call between appointments if any urgent clinical matters arise. If a clinical emergency or urgent situation arises outside routine office hours, you can reach us through our answering service. However, please utilize this only for true emergencies and not for routine matters. If we are unavailable due to vacation etc., there will always be a covering psychiatrist to assist you.

### **4. PHONE CALLS FROM OUR OFFICE:**

Please pay attention to incoming calls and voicemails from our office because they usually contain important information about your health and/or appointments.

**PATIENTS: PLEASE KEEP THIS PAPER FOR YOUR INFORMATION.**

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## PROCEDURES FOR PATIENTS RECEIVING PRESCRIPTIONS FOR MEDICATIONS

1. Your Psychiatrist is placing you on medication(s) for purposes of assisting in the relief of your current symptoms. It is expected that you will share in the responsibility for your treatment by taking your medication(s) as directed. If you have symptoms, which you think may be medication side effects, you should contact your Psychiatrist.
2. It is important that you keep all your appointments with your Psychiatrist in order for him/her to monitor your progress and make any necessary changes or adjustments.
3. Medication renewal will occur during the medication follow-up sessions with the prescribing Psychiatrist. You have an obligation to present yourself in person for medication monitoring. Medications will not be prescribed over the telephone routinely.
4. You are strongly urged to keep your regularly scheduled appointment to avoid running out of your medication prescribed by your doctor. You are encouraged to monitor your supply closely and check with your pharmacy for refills when your supply is low.
5. If you are not able to keep your scheduled appointment with your Psychiatrist due to an emergency and you are about to run out of medication, please call your Psychiatrist as soon as possible. Please note that we do not respond to faxes for refills from pharmacies. We only respond to calls directly from patients.
6. Please be aware that all requests for medications due to your absence are subject to your doctor's discretion and **may not be granted without an office visit**. The amount of medication authorized upon a telephone request may only be equal to the number of days until the rescheduled face-to-face monitoring session.
7. **Do not wait until you are out of medication to call the office.** Please allow two (2) business days for your doctor to contact the pharmacy. The office staff cannot guarantee that your doctor will be able to reach the pharmacy to order medication the same day you call.
8. If a second monitoring session is missed, no medication authorization shall occur until you attend an in person medication monitoring appointment with your Psychiatrist.

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