

HERON RIDGE ASSOCIATES, PLC

Medication Management Policy

Notice to Clients Receiving Medication

It is the policy of our psychiatric staff that clients receiving medications be seen for medication reviews at a minimum of every 90 days, unless otherwise specified by our doctors. This policy follows the guidelines of the American Psychiatric Association. Your next appointment should be made prior to your leaving the office for continuity of care and timely scheduling of appointments with the doctor.

- *The frequency of your therapy sessions will be determined by you and your psychiatrist/therapist.*
- *We reserve the right to require services for psychotherapy be rendered by Heron Ridge Associates staff in order to provide medication and management services.*
- *Failure to follow Heron Ridge Associates staff treatment plan for therapy services, at the frequency outlined by your psychiatrist/therapist, may result in being discharged from our program and end medication services provided by our psychiatrists.*
- *Any prescriptions that are picked up in the office must be picked up by the patient or their designated parent/guardian. Proof of identity must be provided in order for prescriptions to be released.*
- *Some paperwork requires additional time by the doctor or staff to complete for time off from work, return to work or compliance with mandated appointments by the employer. A fee may apply depending on case by case basis.*

Psychiatrist Appointments

We recommend that you schedule your appointments in advance so there is no interruption in your medication. We understand that problems do come up; if you are unable to make your scheduled appointment please call with at least 24 hours notice to cancel your appointment.

- *There is a fee of \$50.00 for less than 24 hours notice to cancel a scheduled psychiatrist appointment or no show.*
- *All payments are expected at the time of service. Any outstanding balance on the account must be paid prior to scheduling an appointment, as our system prevents appointments being scheduled if there is a balance due and owing.*
- *Any fees assessed for late cancel, no show/no call appointments must be paid prior to scheduling or receiving psychiatrist services or refilling prescriptions.*

Prescription Refills

- There will be a \$10 charge, per script, for prescriptions needing to be filled in between regularly scheduled appointments. A charge of \$15.00, per script, applies to any prescription refill requests within 7 days of running out of the medication. Because our doctors are not in the office each day, up to a week may be needed to process refill requests.
- It is the client's responsibility to notify us when running low on medication. Medications will not be called in or written, without being seen, except in an emergency.
- A \$15.00 fee will be charged to patients who chronically lose prescriptions or do not schedule

appointments in a timely manner. This fee does not apply if a change is made due to a treatment plan change. *Certain medications cannot be called into the pharmacy; these prescriptions will need to be written, and the client must be seen by the psychiatrist to receive the written script. By law, the psychiatrist may not write for more than a 2 month supply of certain medications. In those cases, a refill fee will not be charged for the third month supply.*

- Outstanding balance due and owing on accounts must be paid prior to any refills of prescriptions
- Any chronic pattern of running out of medications or not scheduling and keeping of appointments will be handled case by case and may include additional fees or result in discharge from our programs or medication services.
- Should a prior authorization be needed for your medication(s), it may take up to 14 days to have it completed and processed.

Mail Order Prescriptions/Medco

If you use a mail order company for filling your prescriptions please make the doctor aware of your insurance plan policy when he is filling out your prescriptions (some insurance plans cover a 30 day supply or have other specific rules). Heron Ridge Associates staff cannot interpret your policy or plan. It is the patient's responsibility to know what is required to process the prescriptions and to mail the prescriptions to the mail order pharmacy.

Our psychiatrists are not in the office every day. For routine calls or questions, you may not get a return call back from them until they return to the office where you are seen at and they have access to your chart and information regarding your care.

Should you have a medication emergency or urgent matter requiring immediate attention and your psychiatrist is not able to tend to it, please go to the nearest hospital emergency room.

I acknowledge that I have reviewed the medication management policy.

Signature indicates that these terms are understood and agreed to.

Patient name (please print)

Patient or Personal Representative Signature (please sign)

Date

