



## Medication and Cancellation Policy

### MEDICATION POLICY FOR ALL CLIENTS

- **We have a controlled Substance Policy that all patients must agree to before beginning treatment at this practice. *This document states that all patients who are prescribed a controlled substance will be required to attend regular follow-up appointments to continue their prescriptions, and may be required to have urine drug tests. Furthermore, the patient agrees that Benzodiazepine prescriptions (Xanax/alprazolam, Klonopin/clonazepam, Ativan/lorazepam, etc) will be limited and will not be continued for long durations. Additionally our practice DOES NOT prescribe opioid painkillers/narcotics (Oxycodone, Vicodin, Percocet, etc.) We also DO NOT prescribe Suboxone.***
- It is your responsibility to notify the office in a timely manner when refills are necessary. Approval of your refill may take up to **five (5) business days**. Please be proactive, do not wait until your medication(s) have run out to request refill(s).
- You are responsible for your written prescriptions once they are placed in your care. If you lose your script(s) you will be allotted one time per year to have your script(s) replaced. This too may be addressed and/or determined on a case by case basis.
- If you are taking: Ritalin, Metadate, Adderall, Vyvanse, Concerta, Dexedrine, Focalin, or Phentermine of any form, you are required by law to contact Olive Branch Clinic and request that your prescription be sent to your pharmacy. Again, you will need to be proactive and do not wait until you are out of medication(s) to request refills.
- Olive Branch Clinic will not be notified when your prescription is ready for pick up. Therefore, you will not receive a callback from the clinic. You will need to contact your pharmacy to check the status.
- There are **NO** early refills on controlled medications. You will need to follow the frequency and dosage as stipulated by the prescription. Prescriptions will only be refilled during business hours (Monday-Friday).
- A prior authorization may be required by Soonercare or your private insurance for certain medications. This process could require several steps involving both the provider and the pharmacy and could potentially take up to fourteen (14) days. Only the pharmacy is notified of approval status for medication. You will need to contact your pharmacy.
- It is important for you to keep your scheduled appointments to ensure you receive timely refills. If you are unable to keep your appointment you may be required to wait until your next appointment to receive a refill or be provided with enough medication to last until your next scheduled appointment. This will be determined on a case by case basis. If you repeatedly have no shows or cancellations this will result in a denial of medication refill(s).
- **Olive Branch Clinic calls are returned in priority order. Every effort will be made to return your call within 24-hours. Voicemail will be checked daily. Emergency calls will always be returned first, but if you are having a medical emergency, you will need to call 9-1-1 or go to your nearest emergency room.**
- If you would like a prescription called to your pharmacy, be sure to leave your name, client's first and last name, his/her date of birth, the medication(s) name and dosage, and the name and number of the pharmacy you will utilize. If you leave a voicemail you will need to also give the same information. This will only be done on a case by case basis. As stipulated before, you will need to contact your pharmacy who will pursue getting your medication refilled.
- If you have any questions regarding your medication(s) please discuss these concerns during your appointment. If for any reason you feel your medication needs to be adjusted or changed, contact Olive Branch Clinic. If you experience significant medication side effect(s); including the appearance of a rash or shortness of breath please go to your nearest emergency room.



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### CANCELLATION POLICY FOR ALL CLIENTS

- It is your responsibility to show up for your scheduled appointment(s).
- You must notify Olive Branch Clinic BY NOON, ONE BUSINESS DAY BEFORE YOUR APPOINTMENT if you need to cancel your appointment, as this constitutes sufficient notice of cancellation.
- Failure to give sufficient notice of cancellation will constitute a “no-show” and you will be billed a **\$50.00 “NO-SHOW CHARGE”** to your account. This fee must be paid prior to receiving additional services. This fee cannot be billed to Medicaid or private insurance.
- Your “no-show” appointments will be tracked.
- You are only allotted 3 “no-shows,” and will be terminated as a client of Olive Branch Clinic after the third “no-show.”

I hereby consent that I have read and agreed to Olive Branch Clinic’s Medication and Cancellation Policy.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Signature of:**  Parent  Guardian  Client 18 years or older  Other (specify) \_\_\_\_\_

\_\_\_\_\_  
**Witness Signature**