



Name of Person Served: \_\_\_\_\_

Case: \_\_\_\_\_

## NO SHOW AND LATE CANCELLATION POLICY

Why attendance Matters: Coming to your medication appointments is important for your treatment. Your Prescriber needs to see you to check how well your medications are working and to keep you safe.

Late Cancellation: If you cancel an appointment with less than 24 business hours' notice, it is a late cancellation.

No show: Missing an appointment without contacting us, is no show.

Psychiatric Evaluation: You need to give 24 business hours' notice if you cannot make your psychiatric evaluation appointment. These appointments are limited. If you cancel late or don't show up, we can't reschedule until others waiting for an evaluation have been scheduled. If you miss the rescheduled appointment due to a late cancel or a no show, we won't schedule another one.

One Time Consult: We do not reschedule one-time consults if you cancel late or don't show up.

Medication Reviews: You need to give 24 business hours' notice to cancel or reschedule medication reviews. If you cancel late, or don't show up, your next appointment may be in an Open Clinic with a nurse or covering prescriber. If you often miss appointments, you may need to see the Medication Services Supervisor or call daily to check for open appointments. We will try to help you keep your services, but if you keep missing appointments, we may close your case.

Medication: We cannot prescribe medication until you are an established person served. To keep getting your medication, you need to attend your appointments. If you keep missing appointments, we may stop prescribing your medication until you are seen.

<b>Joel Sanchez, MD</b>	<b>Zoom Meeting ID: 623 533 8926</b>
<b>Megan Raccuia, MD</b>	<b>Zoom Meeting ID: 789 814 5809</b>
<b>Laurie Davis, AGPCNP-BC</b>	<b>Zoom Meeting ID: 940 656 8302</b>
<b>Sue Gabriel, PMHNP-BC</b>	<b>Zoom Meeting ID: 789 619 6168</b>
<b>Emily Skavnak, PMHNP-BC</b>	<b>Zoom Meeting ID: 729 024 1150</b>

Your provider's link will remain the same for every appointment and can also be found on appointment reminder cards, reminder texts, and the CEHR patient portal.

The prescribers in Medication Services specialize in psychiatry. They will monitor and adjust mental health medications until you achieve stability and can return to the care of your primary care provider.

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**Medication Services Treatment Agreement**

By signing below, you acknowledge the following:

1. Attendance
  - 24 business hours' notice is expected to cancel or reschedule. Please also refer to the No Show / Late Cancellation Policy above.
  - For appointments in the office, please arrive 15 minutes early to meet with the nurse before you see the prescriber. If you are late, your appointment may need to be rescheduled.
  - If you are eligible to use telehealth from home, please log on 5 minutes early. In order to use telehealth services you are required to keep your appointments, have a device (cell phone, computer, tablet) that works and have good internet. You will also have to ensure your paperwork is complete and have recent vital signs recorded. If you do not have the telehealth link, you need to call the office at 616-527-1790 before the appointment begins.
2. Medication
  - Medications have potential side effects. Please call our Med Line if you are concerned. Some medications need to be decreased slowly before stopping.
  - Refills are often on file with your pharmacy. If the pharmacy needs a refill, please call the Med Line 3-5 days before you run out of medication. We do not take faxed requests from the pharmacy.
  - When nurses are notified that Prior Authorization forms are required, they will submit forms within 3 business days. Insurances sometimes require up to 2 weeks to decide. The process may delay the pharmacy from filling that medication.
  - It is not the general practice of this agency to prescribe benzodiazepines or stimulants to adults.
  - Drug screens via urine or saliva may be completed upon request of the prescriber in a dignified and trauma-informed manner.
  - Please notify us if you are pregnant or are trying to become pregnant.
3. Coordination
  - Please notify the nurse when any of your doctors stop, start, or change your medication.
  - Please let us know if you are taking alternative medications, supplements, or using alternative treatments.
  - If you get lab work done, please ask that a copy is faxed to The Right Door.
4. Communication
  - The Crisis Line is available 24/7 and is toll-free: **1-888-527-1790**
  - The Med Line is monitored from 9AM – 3PM Monday – Friday. Calls after 3PM will be heard on the next business day. There is a turnaround time of up to 3 business days for all calls. **616-775-1023**
  - If you feel you have not been treated with dignity and respect, please talk to the Medication Services Manager or our Customer Service/Recipient Rights Officer: **1-616-527-1790**.
  - The Medication Services staff also expect to be treated with dignity and respect.

Person Served / Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_