

MEDICATION POLICY



All patients receiving prescription medications must follow this policy without exception as it ensures patient safety, prevents diversion, **complies with DEA and state regulations**, and promotes responsible use.

PRESCRIPTION REFILLS

- Refills are **NEVER** provided outside of a **scheduled in-person visit**.
- Early refill requests will **NOT** be granted under any circumstances (including “ran out early,” travel, vacations, or pharmacy errors).
- Lost, stolen, destroyed, spilled, vomited, or damaged medications will **NOT** be replaced – no exceptions.

PROCESSING OF PRESCRIPTIONS AFTER APPOINTMENT

- Prescriptions will be sent to your designated pharmacy within 24–48 hours after your appointment.
- No “immediate” or “rush” prescriptions will be issued.

MEDICATION OR DOSE CHANGES

- **ALL** changes to medications (dose, drug, or quantity) will require a face-to-face visit with the provider.
- **For acute changes in your condition or for increase in pain not well-controlled, we recommend that you access care through the emergency room for prompt evaluation and treatment.**

PHONE CALLS AND COMMUNICATION

- Calls requesting early refills, dose increases, or immediate scripts will **NOT** be returned with an approval.
- Our regular business hours are M – Th 8 – 4 pm and Fr 8 – 12 pm.
 - Most medication-related calls are processed within 24-48 hours.
 - Requests received outside our working hours/days may not be addressed until the next business day.
- **Repeated or excessive calls** about the same issue will be documented as disruptive behavior and may result in termination of controlled-substance prescribing.

BEHAVIOUR AND CONDUCT CONSIDERED A POLICY VIOLATION

- We reserve the right to refuse or discontinue controlled-substance therapy at any time if we believe it is not safe or appropriate.
- **There is zero tolerance for behavior that is abusive to the staff or reflects yelling, cursing, or name-calling, whether by electronic communication, over the phone or in person**
- Two no-shows or late cancellations within 12 months may result in permanent discontinuation of all controlled substances and dismissal from the practice.
- Evidence of diversion, doctor-shopping, or illicit substances will result in immediate discontinuation of all controlled medications

CONSEQUENCES OF POLICY VIOLATION

Any violation of this policy (one occurrence is sufficient) may result in:

1. Immediate and permanent discontinuation of all narcotics and controlled substances.
2. Transition to non-controlled pain management options only.
3. Discharge from the clinic with a 30-day taper (if deemed medically appropriate) and referral to addiction treatment if indicated.

I have read and understand this Medication Policy. By signing, I agree to follow it completely, and I also understand that violations will result in stopping these medications with no exceptions or even immediate discharge from the clinic.	
Signature (required) ▶	Date
Printed Name	