



## MEDICATION FAQ FOR RICHARDSON, TX

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### 1. How do I get a refill for my medication(s)?

- For ADHD medication (C2 medications such as, Adderall, Focalin, Vyvanse, Concerta, Daytrana, Adzenys, Ritalin, and Zenedi) –
  - Email the refills line, [refills@meierclinics.com](mailto:refills@meierclinics.com). In the subject line put your name and the medical provider you see. In the body of the email, put the prescription needed, dosage, your date of birth, and the date of your next appointment.
  - Please allow up to 48 hours for prescriptions to be ready for pick-up at the clinic. Be aware that these medications cannot be faxed to the pharmacy. They either have to be picked up by the patient or mailed to their preferred address.
- For *all other prescriptions*
  - Contact your pharmacy, and ask them to fax a new request to 972.690.9309. You will be given a refill to cover you until your next appointment. Please allow 48 hours to process your request, and make sure you have a follow up appointment in enough time to get your next refill.

### 2. Can I have someone else pick up my prescriptions?

If someone other than yourself is picking up a medication refill, be sure to leave the name of the person picking up the medication in your email to the refills email address.

### 3. What if I'm having adverse reactions to my medication(s)?

For life-threatening *emergencies* [e.g. acute risk of suicide or hurting one's self or others, having a seizure, psychotic agitation, etc.] you must go to the nearest emergency room or call 911. These matters should not be handled by leaving a message for the clinician.

For very *urgent* matters, which absolutely cannot wait until the next business day [e.g. suddenly developing a skin rash, etc.], you may call 972-216-6102 and your provider will respond as soon as possible to your page. This number is to be used for truly urgent (non-life threatening, but immediate attention needed, matters only, and is an uncommon occurrence.)

If you have a non-emergent question that would require a dose adjustment to your medication, whether due to side effects or symptoms, then please schedule an appointment. If you feel that you need an appointment sooner than the times offered then leave your provider a message and attempts will be made to work you in sooner. If you have any other questions that cannot wait until the next appointment then call 972-437-4698 x 171 and leave me a detailed message. Calls received on weekdays after 3pm or on Fridays will be returned the next business day.

#### **4. What if I lose my script or accidentally or let my script expire?**

If you have lost your script or if it has expired, you will have to email [refills@meierclinics.com](mailto:refills@meierclinics.com) (see above protocol for email subject/body) to get a new script written. There will be a \$15 charge for any expired or lost scripts.

#### **5. Do I have to come in for an appointment in order to get my medication?**

The prescription(s) you are given at your appointment will contain enough refills to last you until your recommended follow up appointment. Scheduling for the next appointment at checkout is recommended and advised. Any refills necessary outside of this time frame will incur an extra charge. If you are not seen during that time and request another refill, you may be given a limited quantity until you are able to make it in for an appointment.

#### **6. What is a prior authorization and why does my pharmacy need it?**

A prior authorization is needed when a prescribed medication is not covered under the patient's insurance plan. The pharmacy will generate and send the prior authorization form to the clinic. The provider will submit medical information to assure the insurance that the patient does require the specific medication for treatment.

#### **7. How long does it take prior authorizations to process?**

Prior Authorizations can take up to 72 hours to be processed.

#### **8. Why am I required to pay full fee for a missed appointment?**

24-hour notice is required for all cancellations of appointments. If there was a cancellation inside this time frame or no cancellation at all, you will be charged for that appointment. Insurance cannot be billed for a missed appointment, therefore the fee may be greater than your co-pay or deductible.

#### **9. If I already see a psychiatrist, how do I schedule an appointment with a counselor (or vice versa)?**

Please call 972.437.4698 and press option 5. This will take you to our intake department. Let them know you are currently a client, and would like to schedule for another service at the clinic. They will be able to answer all your questions as well as set you up in a new patient slot for the additional provider you would like to see.

For all other questions, please call 972-437-4698

