

MultiCare Behavioral Health (MBH) Medical Services Policies

What to expect from your psychiatric/medication evaluation through Medical Services at MBH:

- You and your therapist or case manager have determined that a psychiatric evaluation would help in your treatment here at MBH. During this evaluation a Medical Services provider will ask questions and review history to help clarify any possible psychiatric diagnosis. They may or may not prescribe medication depending on these findings and whether or not you will be returning to your primary care provider for care.
- To see a Medical Services provider regularly, you must be actively involved in your treatment plan. This means attending and participating in therapy or case management as recommended. MBH does NOT provide medication only services
- Medical Services providers are available to help assist and stabilize our patients until they are ready to return to their primary care provider or a private psychiatric provider in the community.
- Medical Services reserves the right to decline to continue prescribing medication if there is a pattern of no shows or lack of participation with other facets of treatment. You will then be referred back to your primary care provider or other community resources for medication follow up.
- To leave a message for your provider or a nurse please call 253-697-8400.

Appointment Information:

- If you are scheduled for a psychiatric/medical assessment it will last approximately 90 minutes. There is a 30-minute assessment with our nursing staff to gather important information and vital signs. Please bring all of your medications with you to the appointment.
- If you are 15 minutes late checking in at the front desk for the initial assessment visit with the nursing staff, you will be asked to reschedule both the nursing and provider appointments. This policy is to ensure quality service to you and to respect the needs of all of our patients
- If you are 10 minutes late checking in at the front desk for a follow up medication management appointment, you will be asked to reschedule. Again, this policy is to ensure quality service to all patients.
- If you need to cancel your appointment with medical services, please do so 24-hours prior to your appointment, please call 253-697-8400.

Refill Policy:

- Your Medical Services provider will generally write a prescription to last until your next scheduled appointment. If for some reason you run out of your prescription before your next appointment, please notify your pharmacy to fax a refill request to 253-697-8592. Requests will be assessed and processed accordingly. Please plan ahead as our providers have two business days to respond to refill requests.
- Your medication is only part of your comprehensive treatment plan at MBH. You must be active in your therapy or case management and have an appointment scheduled with your medical services provider to be provided a refill.
- We will not refill a medication that we have not prescribed.
- Controlled substances such as those listed below are only prescribed at the discretion of the Medical Services provider. They will not provide early refills or replace lost or stolen prescriptions for controlled medications such as methyphenidate (like Ritalin), adderall, clonazepam (klonopin), lorazepam (ativan), alprazolam (xanax), or certain sleeping medication such as zolpidem (ambien).

Client Acknowledgment of Receipt: _____ Date: _____
Signature

Client Name:

Client ID #:

Medical Services Policy

Date: