

APPOINTMENT COMPLIANCE POLICY

In order for APS to provide the highest level of clinical care, it is necessary that patients are seen in regular intervals when being prescribed medication. This policy explains the minimum visit frequency permissible for a patient to remain compliant. APS is unable to safely continue providing care for any patient who does not follow this policy.

- ❖ All patients, regardless of length of treatment or having a stable medication regimen, are required to be seen **AT LEAST EVERY 12 WEEKS**. We are unable to provide clinically appropriate and safe treatment while prescribing psychiatric medication if patients are not seen regularly for evaluation by their prescriber.
 - Patients seen less frequently are more likely to end up hospitalized, not properly following their medication regimen, abusing their medication or falling out of treatment altogether.
- ❖ It also creates a significant administrative burden for APS in providing non-reimbursable services such as refill requests, prior authorizations, letters, forms, and medical records, among other ancillary services when many of those requests are most appropriately handled in office at the time of an appointment.
 - Patients who are seen in regular intervals will not need to make medication refill requests except in extenuating circumstances (APS cancels appointment, patient has to cancel, medication out of stock).
- ❖ If you must cancel or you miss an appointment, then you are expected to call promptly to reschedule. Our providers' schedules fill quickly and it is your responsibility to ensure you get a timely appointment. If a patient neglects to call and an appointment is not immediately available, then the patient will only be given a partial supply of medication to bridge them until their appointment date.
 - If APS cancels your appointment but has to leave a voicemail, please call us back as soon as possible to avoid being unable to schedule a timely appointment.

PATIENTS WHO DO NOT COMPLY WITH THESE REQUIREMENTS WILL BE SUBJECT TO IMMEDIATE TERMINATION. THIS WILL BE YOUR ONLY NOTIFICATION ABOUT THIS POLICY.

****PATIENTS ON CONTROLLED SUBSTANCE(S)****

- ❖ Patients receiving a **Schedule II Controlled Substance medication**, such as Adderall and Ritalin, are required to be seen more frequently due to the highly controlled nature of this class of medication and its potential for abuse and diversion. **These patients are expected to be seen every (4) weeks.**
 - Patients who meet the clinical criteria to do so may be seen up to every (8) weeks on a case-by-case basis. Patients on this class of medication who miss an appointment or fail to promptly reschedule will only be given enough medication to bridge them until the date of their appointment.
- ❖ Patients who receive **ANY controlled substance prescription(s) and miss an appointment or fail to promptly reschedule will also only be given enough medication to bridge them until the next appointment** (a partial prescription).