



4700 Millenia Blvd  
Suite 175  
Orlando, FL 32839

Telephone: 407-704-1461  
Fax: 407-987-2354  
[www.happymindcompany.com](http://www.happymindcompany.com)

### MEDICATION POLICY

Your physician prescribes medication in accordance with acceptable parameters of psychiatric medicine, State and Federal Guidelines and is regulated by the Drug Enforcement Agency (DEA). To ensure the proper utilization of medication and compliance with your treatment, please read the following carefully:

1. After meeting with your doctor please schedule a follow-up appointment to discuss your progress, ask any questions, as well as manage your medication(s).
2. All requests for medication change or discontinuation should be presented during the office visit. Therefore, if you intend to discontinue or change your medication you must make an appointment and attend an office visit. These issues will not be discussed via telephone conversation.
3. Medication refills can be obtained by asking your pharmacy to fax our office a refill request to 407-987-2354. If the refill is for a CII controlled substance, please call the office and leave a message for the medical assistant with the patient's name, date of birth, medication name and dose. **We are not able to replace any lost or stolen prescriptions that are for a CII controlled substance or provide a refill if the patient has not been seen in our office within the last three (3) months.** Please allow up to 2 business days for prescription refills to be ready for pick up.
4. If you cancel, miss, or neglected to schedule your routine appointment, you must make every attempt to come in as soon as possible, **however we will not be able to provide any CII controlled substance medication without the patient being seen.**
5. Prescriptions will be sent electronically to the pharmacy of your choice at the end of the day, on the day of your appointment. It is your responsibility to check with your pharmacy to make sure your prescription is in stock and filled in a timely manner. We reserve the right to charge **\$35 for medication refills** that are requested due to failure to schedule a timely follow-up or due to a missed appointment. **We are not able to replace any prescriptions that are for a controlled substance or provide a refill if the patient has not been seen in our office within the last three (3) months.**
6. When a refill is requested please allow our office **2 business days** to process your prescription. In order to abide by the above policies, you must always keep a close account of your medication supply as well as your next scheduled visit.

We appreciate your close attention to the above policies. This will assist us in running our office smoothly and further our ability to provide you with the best, safest, and most efficient care.

Thank you for your cooperation.