



Northwest Wellness Center

MEMORANDUM TO ALL PATIENTS

EFFECTIVE AUGUST 1, 2013

With increasing regulatory pressure from the Federal Drug Administration (FDA), the Drug Enforcement Administration (DEA) and all insurances including Medicare and Medicaid, medications, especially narcotic medications, are being increasingly scrutinized both at the physician prescribing level and pharmacy level.

Even with written prescriptions and calling in refills, pharmacists are now required to verify the patient's diagnosis, history and reason for the medication with physician offices. This necessitates access to the medical record. **As a result, refill requests during the week-end and non-business hours, without exception, will NOT be addressed until the following business day. Early refills regardless of the issue necessitating this are no longer possible.** If directions are followed and complied with there should be no issue. If noncompliance with the scheduled dosing occurs, it will be the patient's responsibility and no early refills will be authorized.

Again, given the current climate and with increasing pressure from the governing bodies this necessitates my compliance and, as a result early refills will not be authorized.

Calls regarding medication changes or early refills during the week-day, week-end or after business hours necessitating a physician call back will be subjected to a \$30.00 charge, not billable or reimbursed by insurance.

Further, there will be a \$30.00 charge, not billable or reimbursed by insurance for existing patients that walk in **without a scheduled appointment** seeking scripts or a conference/advice from the physician. It is unfair to the scheduled patients and the physician because while trying to accommodate you, the patients that have a reserved time are not being seen on time.

Thank you for your support and I look forward to a continued positive patient/physician relationship.

Sincerely,

I have read, understood and agree to this protocol.

Christopher R. Pasquale, MD
Fellow of the American Academy of
Physical Medicine & Rehabilitation
Diplomate American Board of Pain Medicine
Certified in Spinal Cord Injury Medicine by the
American Board of Physical Medicine & Rehabilitation
Board Certified Independent Medical Examiner

Patient Signature

Date