

Thank you for choosing COMCARE of Sedgwick County for your medication needs.

In order to help you improve your experience with us, we have developed the following guidelines for Medication Management that will help answer many questions for you. If you do not understand these guidelines, please call us at 660-1100 and ask for your medical provider's nurse.

Medication Evaluations:

New patients seeking medication management with COMCARE will be scheduled for an initial medication evaluation lasting up to 60 minutes. Arrive 10 minutes early for this and all other medical appointments. If you do not attend this appointment or are more than 5 minutes late, you may be rescheduled.

New Prescriptions:

At the end of your medical appointment, you will be given prescriptions for your medications either in writing or sent electronically to your pharmacy. You also will be given a reminder card to tell you when you need to call for your next appointment. Your medications and any refills should last until you see your provider next. When you call for your next appointment, you will be scheduled an appointment in typically 3-5 days. We are no longer able to refill medications until you are seen by your provider.

Refill Requests:

You will receive refills for your medications at your medical appointment. Your provider will supply you with enough medication to last until your next appointment. You no longer need to call your pharmacy when you are out of refills. Instead, you will call our Call Center at **316-660-1100** when you have a week or so of medication remaining to schedule an appointment. You will be seen in 3-5 days. We are no longer able to approve additional refills without you being seen.

Missing Appointments:

We encourage you to keep all appointments with your provider so that your condition can be monitored on a routine basis. If you miss your appointment and need refills, you still must be seen at COMCARE. If you have no medication changes, please call and we will schedule a shorter appointment with the nurse. You will be given one refill of 7 days and you must be seen by your regular provider before this refill is gone. If you have not seen your provider in six months, you may be closed to services and will need a new intake. We will continue to send reminder

calls, texts, or letters to you- please let us know which you prefer. Please provide us with any phone, email or address changes.

Controlled/Addictive Medications:

COMCARE does not typically prescribe controlled medication, which include tranquilizers, sleeping medications, and stimulants. If this is the kind of medicine that you are seeking, you may want to seek assistance through your Primary Care provider. There are rare exceptions to this policy and they are evaluated on a case-by-case basis.

Free Medications:

COMCARE does not provide “free” medications. In some cases, we may have samples of medications that we can give to those who are uninsured or we can “voucher” medications on a very limited and temporary basis. We encourage you to seek community resources for your medications or to apply to Patient Assistance Programs. We can assist with the application process for covered medications.

Laboratory (blood and urine):

COMCARE providers often refer their patients for lab testing either as a baseline to be sure that you are healthy or to monitor the effects of your prescribed medication. If you are referred for lab testing, refills on your medications may be held until lab testing is completed. Your provider’s nurse will be able to provide more information if you have questions.

Medications not working/Side effects:

If you feel your medication is not working or you are having side effects, please call COMCARE to speak with your provider’s nurse. He or she will contact you within 48 hours to discuss your symptoms. At that time, you will typically be asked to come in for an appointment to be seen. It will be rare for COMCARE providers to prescribe medication changes without you being seen for an appointment.

Disability Paperwork:

COMCARE’s goal is to restore your mental health and to see you be able to function at your highest level. Please be advised that disability paperwork will not be completed until you have seen your assigned provider consistently and only then if your provider believes that it is medically necessary for you. This typically takes at least three visits with the same provider in order for us to know you well enough to make this determination.

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COMCARE

A Licensed Community Mental Health Center

*Sedgwick County...
working for you*