



Medication Management

Pain management is always an individualized process. A plan that works for one person can be very different from what works for another. Medication management, therefore, often involves time, patience, and a course of repeated trials and re-assessments. It is your responsibility to understand the prescribed medication regimen, take medications only as directed, and communicate their effectiveness to your provider. In order to manage medications effectively, it is necessary to be seen by your provider at regular intervals. Medication changes over the telephone are discouraged.

RULES FOR MED MANAGEMENT

- **Take medication as directed.** If the medication does not seem effective or produces undesirable side effects, call your provider and explain the circumstances.

Never throw any medications away!

- **NEVER increase or alter any medication schedule without first consulting your provider.** Some medications should never be stopped abruptly, which can result in withdrawal symptoms or increased pain. Medication changes will, in most cases, require an in-office visit with the provider.

- **Regular appointments**, at the discretion of the provider, are mandatory for appropriate medication management, updating the treatment plan, and compliance with State, Federal and DEA guidelines.

- **Always keep track of written prescriptions and medications.** It is YOUR responsibility to keep them safe and prevent against loss, theft, or misplacement. Providers have the right to deny prescription refills under these circumstances. Therefore, West Michigan Pain suggests that a safe be purchased for storing all pain medications and prescriptions. In the event any prescriptions or medications should be stolen, contact your local police department immediately to file a report, and then call West Michigan Pain.

- **Do not advertise the type of medication you are taking** to anyone who does not need to know. This is for everyone's safety.

- **Never allow anyone else to use your medication.** This is a felony offense.

- If you should encounter a **non-life-threatening PAIN emergency outside of regular business hours**, please call West Michigan Pain and follow the instructions on our voice mail. Every effort will be made to assist you. **Please note, however, that failure to plan ahead for prescription refills does not constitute an emergency!**

PRESCRIPTION REFILLS

- **YOU must call the office 4 BUSINESS DAYS (Four business days) before** your medication runs out. You must call yourself. We will not honor another individual requesting refills for you. Direct phone number for refill requests are:

- **Prescription refill requests can be made 24 hours a day** by leaving a message for your provider's medical assistant. Please follow the instructions on our voice mail. If we don't get all the information or can't understand you, we will not be able to request a refill for you.

**If you live outside the Grand Rapids Metro Area:
231-592-4682**

**Grand Rapids Metro Area:
616-723-8910**

- **Refill requests are processed Monday to Friday 8:30 a.m. to 3:30 p.m.**, not including holidays. Requests made Friday before 3:30 p.m. will be ready **the following Tuesday (the following Wednesday).**

- **The following information must be left when calling in a prescription refill:**

- First and last name (spoken clearly and SPELLED OUT)
- Date of Birth
- Who your provider is
- Phone number (we will call you back only if there is a problem)
- Prescriptions needed, with strength and date medication runs out
- Name, location and phone number for Pharmacy (if it is non-narcotic medication; narcotics must be picked up.)

PRESCRIPTION PICK-UPS

- You may call the front office **3 business days** after your request (**4 business days**) to make sure the written prescription is ready for pick up.

- Someone else may be appointed to pick up your prescription in the future by signing a form at the front office with the name and relationship of the pick-up person. The appointed person must show picture identification at the time of pick-up.

NO ROUTINE PRESCRIPTIONS WILL BE REFILLED ON THE WEEKENDS. THANK YOU!