



## CONVENIENT CARE

In our ongoing commitment to provide superior service to our clients, we offer a Convenient Care medication clinic to clients currently engaged in medication treatment.

### HOURS OF OPERATION

FRIDAYS

1 PM - 5PM

Clients will be seen on a first come, first served basis.

Convenient Care is designed to facilitate appointments for individuals who have missed their appointments and are in need of a medication review.

Convenient Care will also be used to facilitate appointments for individuals who have difficulty maintaining regular appointment attendance.

### GUIDELINES

The Convenient Care clinic is a drop in clinic, designed for established clients who have missed an appointment and are in need of a medication evaluation.

#### You may access Convenient Care if:

- You are an established client but need to be seen earlier due to symptoms
- You need a medication refill and your provider deems that you need to be seen prior to further refills
- If you have missed an appointment or canceled late, you may be directed to Convenient Care for your next appointment

### HOW IT WORKS

- When you arrive at Family Counseling, ask the staff member at the window to be placed on the list for Convenient Care. You will be seen in the order you arrive.
- You must be present to put yourself on the list. Someone else cannot add your name for you.
- There are no guarantees that you will see your regular prescriber.
- If you arrive after all slots have been filled, you are welcome to wait and see if there are any available slots at the end of the day but this is not guaranteed.
- This service is for medication management only. If you are in need of therapy, please contact crisis services.

#### The Family Counseling Center

11-21 Broadway | Gloversville, NY 12078

P | (518) 725-4310 F | (518) 725-2556

[WWW.THEFAMILYCOUNSELINGCENTER.ORG](http://WWW.THEFAMILYCOUNSELINGCENTER.ORG)

## REGARDING MEDICATION REFILLS

For your safety and convenience, we respond to medication refill requests via our medication refill line.

### What you need to know:

- Before calling us, call your pharmacy to see if you have refills left on your prescription
- Call the refill line **ONE WEEK BEFORE** your medication(s) run out
- To refill your prescription, call our main number **(518) 725-4310** and follow the prompts (select **1** or extension **111** for the refill line)
- Once you have reached the refill line, leave your name (with spelling), medication, dose, pharmacy and location, and your contact information
- We check the refill line throughout the day, but it can take one to three business days to process your refill request. Please take this into consideration when planning your refill request so that we can meet your medication needs promptly and safely.
- Please check with your pharmacy to see if your refill was filled prior to calling us back.

IF YOU ARE HAVING MEDICAL SYMPTOMS OR NEED TO SPEAK TO A NURSE ABOUT ANY CONCERNS UNRELATED TO MEDICATION REFILLS, PLEASE ASK TO BE TRANSFERRED TO A NURSE.

### YOUR PHARMACY INFORMATION

NAME: \_\_\_\_\_

PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_