

Clinic Processes

Intake Process

The Case Manager, along with the team, completes and submits an Intake Packet. We accept new clients in the order in which we receive a **completed** Intake Packet.

The Intake Packet has a required, detailed checklist of the items and information you must provide. E-mail the completed packet (with the checklist) to the Clinic Coordinator. We will review it and will highlight anything that is missing. We will return the marked-up document to you. Once we receive the complete packet, we will send it to MHCGM to process. We will schedule a one-hour intake appointment for your client when we have an opening in the Clinic.

We have just one provider and meet one day per week. We strive to keep the interval between clients' appointments at three and four months. This scheduling priority determines when we can accept new clients.

Medication Refills

Contact the Mental Health Center of Greater Manchester (MHCGM) directly for medication refills. Simply leave a message at the following number:

(603) 668-4111 x 8103

Contact MHCGM at least **7-10 days prior** to being out of medication. It can often take between 24-48 hours to get medication scripts to the pharmacy. Do not wait until you have run out!

During the business week, the MHCGM Medical Assistant will return your call within 48 hours of your message.

If you leave a message on the refill request line on Fridays after 12 p.m. or on the weekend, MHCGM will address the message on the next business day (Monday, or if Monday is an observed holiday, then Tuesday).

You must have a next scheduled appointment to obtain a medication refill. If you do not have a scheduled appointment, please include this in your message. We will work to schedule one before the refill request is processed.

MHCGM does not respond to pharmacy requests for refills. (The only exception is Genoa Pharmacy.) **The HCP/team must request refills using the Refill Line.**

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Med Orders, Lab Orders, Progress Notes

Home Care Providers must keep all Medication Orders, Lab Orders, and Progress Notes in their Med Books. MHCGM sends these documents (via U.S. mail) to the client on the Friday immediately after their appointment. The client should receive them by the following Wednesday, depending on the mail service.

If you have not received one of these documents and need it for your Med Book, please call the Medication Refill Line and leave a detailed message. Note that it can take up to a week for you to receive the document, so please plan.

Release of Information (ROI) Forms

MHCGM requires teams to complete Release of Information (ROI) forms. ROIs are signed by the Guardian (if one has been appointed) or the client (if they are their own guardian). The ROI form allows the named person to attend an appointment (in person or via doxy) with the client. It also allows the named person to speak with the Medical Assistant about refills, Med and Lab Orders, and Progress Notes.

We need a separate form for each HCP. You can also provide ROIs for the client's doctor(s), guardian, family members, and team members.

We collect ROI Forms as part of the Intake Packet. If your team has changed, you must send the Clinic Coordinator updated ROI Forms for the new team members.

Medication Changes and Guardian Approval

HCPs must obtain approval from the Guardian whenever there is a new, changed, or discontinued medication. Please contact the Guardian to obtain this consent. Next, send email to the [Clinic Coordinator](#) detailing the medication change and including the guardian's approval. We will send it on to the Provider at MHCGM. He will then call in the script to your pharmacy. You will receive updated Med Orders in the next week.

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Discontinuation (D/C) Orders

Some doctors' offices provide a Discontinuation (D/C) order when medication is no longer prescribed. MHCGM does not provide a specific D/C order. MHCGM issues a new Medication Order when medications change. There is a section at the end of the Med Order that reflects changes made. This constitutes a D/C order for your Med Book.

Camp Allen

Many Med Clinic clients attend summer camp at Camp Allen:

<https://campallennh.org>

Camp Allen designates a pharmacy which provides the medications for campers.

We send e-mails to all team members in early April, asking if clients will be attending camp. We need to know the dates of their planned attendance.

We send a listing of campers and their camp dates to MHCGM in mid-May. The Provider sends the campers' scripts to the designated pharmacy.

The designated pharmacy sends the medications directly to Camp Allen. The HCP does not need to pick up or bring medications.