The Medical Services Department was created to streamline how patients can get their needs met by offering a team with specialized training and knowledge of our medical services and strategies for obtaining expedited approvals. This includes assisting you with securing refills for your prescribed medications. Please read below for frequently asked questions regarding this department and medications refills.

1. **How can I contact the Medical Services Department?**
   - The phone number is 716-831-0200
   - The fax number is 716-458-4850
   - The email is Medicaloperationsdepartment@horizon-health.org --- we caution against using email for several reasons. Your personal information is likely not secure coming from your own email. There is high likelihood that external emails will be routed to the Horizon spam or junk folder and not seen. **The best way to get in touch is by calling.**

2. **After I see the medical provider, how do I schedule my next appointment?**
   - If your session took place at the clinic, simply present to the front desk and schedule your next follow up with the administrative staff at the front desk.
   - If your appointment was conducted remotely, your medical provider will let the Medical Services support team know when they want to see you again. You will receive a text the next day with an appointment date and time.
     - If that date and time works for you, no need to do anything else
     - You will also receive your usual text reminder 48-hours in advance of the appointment
   - If that appointment date and time are not good for you, call the clinic to reschedule
     - Call volumes are high; you might have to leave a message. Someone will call you back by the end of the day

3. **If I need to cancel or reschedule my appointment, what do I do?**
   - Call the Medical Services Department at 716-831-0200 to cancel and/or reschedule an appointment
   - Call volumes are high; you might have to leave a message. Someone will call you back by the end of the day

4. **How many days before I run out of my medication should I call the clinic?**
   - 5-7 business days before you run out

5. **How can I remember to call the clinic when I have 5-7 days left of medication?**
   - Schedule an event or reminder on your smart phone calendar or paper calendar at home
   - Have a family member or friend remind you
   - Place a sticky note on your refrigerator or bathroom mirror

6. **I ran out of medication early! What do I do?**
   - Call the clinic as soon as possible, so this can be addressed and you do not go without medication
   - Call your pharmacy to see if you have a refill waiting for pick up
   - Always remember to ask your provider about medication refills during your appointment

7. **Who should I call to see if my medication is ready?**
   - Call your pharmacy directly to see if you medication is ready for pick-up or delivery (depending on how you receive your medication)
   - Many pharmacies also allow you to sign up for text notifications and you will be alerted when your refill is ready
8. Is there anyone who can answer questions about my meds?
   - Yes, your provider can answer questions during your appointment. If you have a question before your next appointment, you can call to speak to your pharmacist or call the clinic to discuss your question(s) with one of our nurses.

9. I missed a medication dose, what should I do?
   - Take it as soon as you remember, unless it is close to the next scheduled dose, then you can skip and take the next dose.
   - If you remain uncertain, you can also call your pharmacist to inquire.

10. What should I do if I run out of medication after hours or on the weekend?
    - The safest practice is to manage your medications so you do not run out. In the event that you do:
      - Contact your pharmacy for suggestions.
      - You can leave a message on the Medical Operations Voicemail – 716-831-0200 – but it will not be retrieved until the next business day.

11. What can help me remember to take my medication on time?
    - Use a medication pill case/box.
    - Set a daily reminder (Monday-Sunday) on your cell phone to take your medication and at the specific times e.g. 9am, 12pm, 9pm.
    - Place a sticky note on your refrigerator or bathroom mirror.
    - You can also talk to your provider about other ways to help remember to take your medication.

12. I think my medication is causing a side effect, who can I contact?
    - Call the clinic. Do not abruptly stop your medication without speaking to your provider first unless you are experiencing severe side effects such as widespread rash, confusion, shortness of breath, etc. These side effects are serious and require immediate emergency attention.

13. What should I do if I am placed on a new medication by my primary care provider or specialty provider (e.g. heart doctor, pain management provider)?
    - Be sure to let your primary or specialty care provider know all the medications you are taking so they are aware.
    - Let your Horizon provider know if you are prescribed new medication by another provider and all medication you are taking to make sure there are no medication interactions. This will also ensure Horizon has an accurate list of all of your medications.

14. What if I need a refill on a medication not prescribed by my Horizon provider?
    - You should call the provider who prescribed the specific medication to ask about a refill. When you have 5-7 business days of medication left, this is a good time to call your primary care provider or specialty provider about refills.
    - Horizon will not refill medications prescribed by a non-Horizon provider unless the medication is from an institution you are no longer affiliated with (such as prisons, inpatient rehabilitation, etc.) A bridge prescription may be provided (at the medical provider’s discretion) under these circumstances.