

**Medication Refills:** All prescription refill requests should be called into your pharmacy at least five (5) working days before the last pill taken to allow adequate time for approval. Refills will only be handled during normal business hours, Monday through Friday.

**After Hours:** For individuals who are not established patients at Inclusive Health, we do not offer after hours services. Patients of Inclusive Health may call our office at 615-757-9577 after regular business hours and leave a message for a return call by an Inclusive Health provider. **If you have an emergency or urgent medical issue requiring immediate care, please dial 911 or visit your nearest Urgent Care/Emergency Department as appropriate.**

**Controlled Substances/Narcotics:** Controlled substances/narcotics are not refillable without a follow-up visit with your Inclusive Health provider. Inclusive Health does not provide chronic pain management care; however, we will refer a patient to a Pain Management Clinic if determined needed through clinical evaluation.

We reserve the right to NOT prescribe narcotics, benzodiazepines, and other controlled substances, if it is NOT appropriate. Patients on controlled medications may be required to complete random Urine Drug Testing (UDT). The cost of UDT is the responsibility of the patient and Inclusive Health will not be held liable for the costs.

**Referrals:** Allow 5 to 7 working days to process routine referrals.

**Behavior:** Physical and verbal abuse towards Inclusive Health provider, office staff, or other patients will not be tolerated. This includes disruptions affecting daily operations in the office, other inappropriate behavior via telephone, or inflammatory social media content. This behavior will result in immediate dismissal as a patient of Inclusive Health.