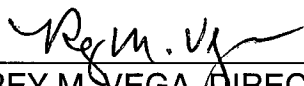


Guam Behavioral Health and Wellness Center		
TITLE: Consumers Receiving Medication Clinic Services	REFERENCE #: MC-01	PAGE: 1
DIVISION: Outpatient- Medication Clinic	CMS:	
APPROVED BY:  REY M. VEGA, DIRECTOR	EFFECTIVE: 07/08/2014	
	REVISED:	

**PURPOSE:**

- A. To provide medication clinic services to those consumers in need of such services in a timely manner.

**POLICY:**

- A. Outpatient team members shall work with medication clinic staff when a consumer is in need of medication clinic services.

**PROCEDURE:**

Active Consumers and Consumers who are Inactive for Three (3) Months or Less:

- A. When the consumer arrives to the Center, the consumer must register at the registration desk prior to receiving any services.
- B. If the lead provider is the nurse, the consumer shall be sent directly to medication clinic.
- C. If the lead provider is not a nurse, the point of contact (POC)/team member shall be notified by the registration staff.
- D. The point of contact (POC)/team member will assess the consumer for the necessity of medication clinic services and document their findings on a progress note.
- E. If the staffs' assessment indicates the consumer requires nursing and/or medication clinic services, the point of contact (POC)/team member will escort the consumer to the medication clinic waiting area.
- F. The staff shall present all necessary supporting documentation (i.e., progress notes, labs, assessments, ER documents, etc.) to the medication clinic nurse for his/her review.
- G. It is the responsibility of all the staff involved in the process to ensure the chart is handled in accordance with the Center's Checking-in and Checking-out Charts Protocol (i.e., no "handing-off " the chart without properly checking it back in, etc.).
- H. The medication clinic staff will inform the accompanying staff of the current wait time and the staff will inform the consumer.
  - a. If the medication clinic staff determines the consumer is in a crisis, the consumer will be prioritized.

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- I. The staff and/or consumer shall not enter the medication clinic office area until directed to do so by medication clinic staff.

New and Consumers Inactive for 3 Months or Longer:

- A. When the consumer arrives to the Center, the consumer must register at the registration desk to receive an intake.
- B. If the results of the intake determine that the consumer needs medication clinic services, the intake worker shall escort the consumer to the medication clinic waiting area.
- C. The staff shall present their intake and all other necessary supporting documentation (i.e., progress notes, labs, assessments, ER documents, etc.) to the medication clinic nurse for his/her review.
- D. It is the responsibility of all the staff involved in the process to ensure the chart is handled in accordance with the Center's Checking-in and Checking-out Charts Protocol (i.e., no "handing-off " the chart without properly checking it back in, etc.).
- E. The medication clinic staff will inform the accompanying staff of the current wait time and the staff will inform the consumer.
- F. The staff and/or consumer shall not enter the medication clinic office area until directed to do so by medication clinic staff.