

Qliance Controlled Substances Policy

Thank you for choosing Qliance as your Medical Home. We are a primary care medical practice that manages a wide range of conditions, however we do not specialize in pain management or in addiction medicine.

To ensure the highest quality care, we require all your previous records and printouts from your prior physicians and pharmacies to be sent to us before your first visit with your Qliance clinician. Please allow at least two business days for your new provider to review these. Your new clinician will review all of your records from their sources and cannot rely on personal copies which you may have in your possession. Your Qliance provider will gather all pertinent data and perform a physical exam before making a decision about prescribing controlled substances (narcotics, benzodiazepines, stimulants, sleep aids). **We do not automatically start patients these medications.** Even if you have taken controlled substances in the past, we may not prescribe them in the future depending on your overall clinical presentation. Please review the Qliance Controlled Substances Prescription Refill Policy regarding controlled substances. If you are joining Qliance with the expectation that the prolonged use of these medications is the best solution for your chronic pain, Qliance may not be right for you. Please see Appendix 1 for a list of alternative clinics that specialize in chronic pain management and controlled substances.

Before your first Qliance appointment:

1. Arrange for all prior records from past medical evaluations, including visit notes, surgical reports and reports of studies, to be sent to Qliance directly from your past providers (this includes reports from MRIs, X-rays, CT scans, Orthopedists, Neurosurgeons, Physical therapists, Electromyography, Psychiatrists, Sleep Specialists, Primary Care Providers, etc.)
2. Bring or have sent to Qliance any pertinent imagine (films) for your clinician to view.

Medical Record Transfer forms are available both at Qliance Reception and on our website at www.Qliance.com. Once we receive your outside records, we will notify you and arrange for your first appointment.

For your first visit:

1. Bring your most recent prescription bottles and
2. Bring the pharmacy printouts that show your list of prescribed drugs and how often you have refilled them. Please be sure this sheet includes the phone number, address and fax number of your pharmacy.

During your first visit:

1. Your Qliance clinician will review this policy with you and together you will determine treatment goals for your pain management.
2. Should your clinician determine that controlled substances are appropriate to your care, your clinician will review with you the terms of use (see below).

In each case, you will be required to sign an agreement indicating that you agree to comply with your doctor's instructions and with the Qliance Controlled Substances Prescription Refill Policy.

Controlled Substances Prescription Refill Policy

To ensure the highest quality care and timely processing of prescription refills, we ask that patients taking controlled substances follow the instructions below:

1. All controlled substance prescription refill requests must be approved by your primary clinician. If your clinician is unavailable, an on-call physician or nurse practitioner may write a temporary refill to last only until your clinician returns and only at the dosage and frequency of your present prescription.
2. All refills must be requested through our refill line (206) 913-4720 or our refill email, refills@Qliance.com. If you call reception to request a refill, you will be transferred to the refill line where you will be asked to leave a message. In your message or email, please include the following information:
 - ✓ Your name
 - ✓ Date of birth
 - ✓ Names of medications you are requesting
 - ✓ If you would like to pick them up or have them mailed to you.
3. Changes in your medications must be made during an office visit or by phone (appointment) with your primary clinician. The front desk cannot discuss any medication issues with you but will be happy to schedule your appointment.
4. Narcotic and other controlled substances refills must be submitted **three business days in advance** (i.e. Monday through Friday) and will be available for pickup or will be mailed by the end of the three days. Refills will not be processed on weekends or holidays and early refills will not be honored.
5. Finally, to ensure that we release your prescriptions to only you or your designee, please provide picture ID at the time of pick up. If you would like to have someone else pick up your prescription, please submit written authorization to Qliance. You are responsible for both the prescriptions and the medications once picked up at the pharmacy. We cannot replace medications or prescriptions that have been lost or stolen so, please, guard them safely, and remember to always keep them well out of the reach of children.

Thank you in advance for your cooperation. We are confident that this will enable us to provide a superior level of care and service to you and to all of our patients.

For more information about the Qliance approach to treating chronic conditions with controlled substances, please see our "Controlled Substances Prescription Philosophy" available at www.Qliance.com.

Appendix 1. Referrals

PHYSICIAN/CLINIC	LOCATION	PHONE NUMBER	NOTES
Dr. Donald Dillinger	10333 19th Avenue South East, Suite 103 Everett, WA 98208	(425) 385-2634	
UW Pain Clinic	1959 Northeast Pacific Street Seattle, WA 98195	(206) 598-4282 [†]	
Swedish Pain Clinic	747 Broadway Seattle, WA 98122	(206) 386-2013 [‡]	
NW Pain Clinic	21920 76th Ave W, Suite 203 Edmonds, WA 98026	(425) 640-6976	<i>Low Income Pain Clinic, \$35 per visit in cash</i>
The Pain Center of Western Washington	34509 9th Ave S Suite 203B Federal Way, Washington 98003	(253) 874-8774	
Virginia Mason Pain Management Program	Buck Pavilion 5 Seattle, WA	(206) 223-7582	
Cascade Interventional Pain Center- Dr. Jay Iyengar	1818 South Union Avenue Tacoma, WA 98405-1953 3909 10th St. SE., Suite #1 Puyallup, WA. 98373	(253) 627-2666 [†]	www.cascadepaincenter.com
Headache & Pain Center NW- Dr. Marvin Hoffert	1530 N 115 th St., Suite 207 Northgate, WA	(206) 523-7246	<i>DSHS accepted</i>
Dr. Todd Baumeister	7500 212 th St SW Edmonds, 98026	(425) 744-6022	
Mind Your Body Clinic- Dr. Rajni Jutla & Dr. Jon Olson	21701 76 th Ave W., Suite 203 Edmonds, 98026	(425) 744-2300	
Dr. Richard Sandler	21200 72nd Ave W Edmonds, WA 98026	(425) 755-2886	