CCP Integrated Behavioral Health Practice and Patient Information 518-213-0584

<u>To Contact Us</u>: Please feel free to contact us by phone or text for scheduling, information, and prescription refills (please see the information below about prescription refills).

<u>To Contact Your Doctor</u>: The patient portal allows you to connect with your practitioner for any non-urgent issue (refill requests, questions). If you are not on the portal, you can sign up here:



Prescription Refills and Questions

For refills, we ask that you first verify with your pharmacy that you do not have any refills left. **To** request a refill or ask a question, you can call or text us, or send a portal message directly to your doctor. For all phone refill requests please leave a message that includes all of the information below to avoid additional delays and please speak slowly.

- 1. Your full name and spelling of your name
- 2. Date of Birth
- 3. A telephone number where you can be reached during the day
- 4. The name of the medication, current dosage, and quantity requesting
- The specific pharmacy name, phone number, and location you would like us to contact.

Please allow 3 business days for your refill request to be completed and plan accordingly. **As a reminder,** please request a refill when you have 1 week of medication remaining as this allows us to process your request without delay.

Urgent and Emergency Care Resources For After Business Hours (M-F from 7:30 AM-4:30 PM)

741-741- If you're in emotional distress, text HOME to 741-Crisis Text Line 741741 741 to connect with a counselor immediately. **How It Works** Hey there. It looks like you're going Text HOME to 741741 from anywhere in the United States, through a rough patch tonight. Can anytime. Crisis Text Line is here for any crisis. A live, trained you tell me a bit Crisis Counselor receives the text and responds, all from our about why you're texting Crisis Text secure online platform. The volunteer Crisis Counselor will Line? I'm here to listen and help as help you move from a hot moment to a cool moment. best I can. Well my anxiety and 988- If you or someone you know is struggling or in crisis, depression has ruined a lot of help is available. friendships and relationships. I feel Call or text 988 or chat 988lifeline.org the National Suicide like I always end up alone and it's scary. Prevention Lifeline for 24/7 emotional support. 911 If you're having a medical or mental health emergency, call 911 or go to your local ER.

CCP Integrated Behavioral Health Practice and Patient Information 518-213-0584