



Lahey Health Behavioral Services



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Questions?

If you have any questions regarding this brochure or our services, please contact the medication service closest to you.

Our Medication Clinic Locations:

Beverly Clinic 800 Cummings Center, Suite 266T, Beverly, MA 01915
Phone: 978.921.1190 • Fax: 978.927.3724
TDD: 978.927.4263

Gloucester Clinic 298 Washington Street, Gloucester, MA 01930
Phone: 978.283.0296 • Fax: 978.283.2665
TDD: 978.283.0400

Haverhill Clinic 60 Merrimack Street, Haverhill, MA 01830
Phone: 978.373.1126 • Fax: 978.373.6363

Lawrence Clinic 12 Methuen Street, Lawrence, MA 01841
Phone: 978.683.3128 • Fax: 978.682.7296

Salem Clinic 41 Mason Street, Unit 1, Salem, MA 01970
Phone: 978.745.2440 • Fax: 978.745.7615

Clinic Hours

We provide services during business hours: Monday – Friday. Voicemail is available 24 hours a day, seven days per week. Calls will be returned during business hours at the earliest opportunity.

1. To safeguard your health, prescriptions and refills are only issued during business hours.
2. Call-ins for refills must be made between 9 a.m. and 3 p.m., and 48 hours is needed for the processing of refill requests.
3. You may be required to see your doctor or nurse in person to receive a refill.

Outpatient Medication Service

What You Need To Know

We are a private, nonprofit agency that serves adults, teens, families and children in greater Boston and the Merrimack Valley, Massachusetts. Services include outpatient mental health clinics; emergency psychiatric care; inpatient and outpatient treatment for mental health and substance use issues; school-based programs; and family services.

Our medication clinic services are provided by psychiatrists, clinical nurse specialists, and nurse practitioners who maintain your confidentiality at all times and in all of our services.

For more information on our agency, please visit www.nebhealth.org.

How to be Referred to Our Medication Service

To be referred to the Medication Clinic, you must attend an intake meeting, where treatment needs will be assessed. As part of your evaluation, we may recommend treatment options other than medication, and we may recommend an alternative behavioral health treatment as a prerequisite to medication treatment. You may be referred directly to a medication provider.

Also, we encourage you to comply with your medication treatment plan, follow your recommended medication regimen, and have a dialogue with your provider if you have questions or concerns about your medication plan.

Expectations and Regulations:

- We ask that you give permission for information to be released to your primary care physician or other behavioral health provider(s).
- Please be on time for your appointments.
- If you arrive late, we will need to reschedule your appointment.
- Can't make your appointment? Call to reschedule as soon as possible, preferably 48 hours in advance. Missing multiple clinic appointments could lead to the closure of your chart.
- Inappropriate behaviors such as swearing, yelling or intimidation are not tolerated.
- Children must be accompanied by a parent, legal guardian, or someone with legal standing (i.e. DSS) to every medication appointment.
- Some medications may require lab testing to evaluate safety and effectiveness.

Before Your First Appointment With Our Medication Service:

- ✓ Bring any medications you are currently taking, in their original containers, to discuss with your doctor or nurse at your first appointment.

BEFORE MEDICATION IS PRESCRIBED, TELL YOUR PHYSICIAN OR NURSE IF:

- ✓ You are allergic to any medications
- ✓ You are currently taking any other medications, including over the counter
- ✓ You are pregnant or think you may be
- ✓ You have problems taking any medications

Medication Tips

1. Read all medication labels carefully.
2. Know exactly why you are taking each medication. If you have any questions, ask your nurse or physician.
3. Keep a list of all your medications and their dosages with you. Eye drops, skin lotions, and vitamins are considered medications and should be included on your list.
4. Take your medications exactly as prescribed.
5. Review possible medication side effects. Most reactions will occur when a new medication is started, but this is not always the case. Some reactions may be delayed or may occur when a new medication is added.
6. Contact your physician or nurse immediately if you notice any unusual side effects after taking your medications.
7. Do not stop taking your medication unless you talk with your physician or nurse or you are experiencing a serious side effect. Call the clinic as soon as possible if you feel you need to stop the medication. Stopping your medication too early can cause the illness to return or make it more difficult to treat.
8. Do not take more of your medication than prescribed.
9. If you miss a dose of your medication at the scheduled time, don't panic. Take it as soon as you remember. However, if it is time for your next dose, skip the missed dose and return to your regular medication schedule.
10. Do not keep medication that is outdated or no longer needed.
11. Store medication in a dry area away from moisture, unless your physician, nurse, or pharmacist tells you it should be refrigerated.
12. ALWAYS keep medications out of the reach of children.
13. Do not share your medications with others.
14. Buy your medications at one pharmacy if at all possible.
15. If you have any questions about your medication, ask your physician or nurse.