

CONTROLLED MEDICATION NOTICE

We understand that some patients have experienced challenges obtaining their prescriptions at certain pharmacies.
We want to provide clarity about why this may be happening.



HILLSIDE MEDICAL GROUP REMAINS COMPLIANT

Hillside Medical Group strictly follows all applicable federal and state laws, regulations, and requirements from the DEA, Texas Medical Board, and other governing bodies. We remain fully compliant.



WHY IS THE PHARMACY ASKING FOR AN MD PSYCHIATRIST EVALUATION?

Some pharmacies, including H-E-B, have independently implemented an internal policy that may require a one-year evaluation by a psychiatrist MD/DO before dispensing certain medications.

- ✓ This is a pharmacy policy and is **NOT** mandated by the DEA or the Texas Medical Board.
- ✓ There are numerous reports online of H-E-B applying this same requirement to various other practices and major chains like CVS and Walgreens have reportedly followed similar processes.



YOUR CARE AT HILLSIDE MEDICAL GROUP

Due to the ongoing physician shortage, we utilize board-certified psychiatric nurse practitioners (PMHNPs) who are licensed and qualified to provide the level of care within their scope of practice under the approval of medical boards.



We continue to follow all rules and regulations mandated by these governing bodies.



WHAT WE CAN DO

Hillside Medical Group is responsible for:

- Evaluating your medical needs
- Diagnosing and treating conditions
- Developing your treatment plan
- Sending prescriptions to your designated pharmacy
- Providing appropriate ongoing medical care



However, Hillside Medical Group cannot require a pharmacy to dispense a medication. Pharmacies may establish and enforce their own policies.



WHAT SHOULD YOU DO?

- 1 Ask the pharmacy to explain the specific requirements.
- 2 If appropriate, consider transferring your prescription to another pharmacy.
- 3 If you wish to continue using H-E-B, we recommend contacting H-E-B pharmacy leadership or management to discuss their policy and your specific situation.
- 4 Hillside Medical Group remains available to provide you ongoing medical care and work with you when the requirements applicable to your treatment.



OUR COMMITMENT TO YOU

We understand how frustrating it can be when a prescription cannot be filled as expected. **Hillside Medical Group remains committed to providing safe, compliant, and compassionate care to our patients.**



If you have questions about your treatment or prescription, please contact our office so we can assist you.



Your Health. Our Commitment.