



Policies + helpful tips for medication appointments

Navigating your appointments is necessary to be proactive with your care.
Please read below for some helpful reminders and resources.



Medication Questions

-If you have any questions regarding the status of a refill, medication related clinical concerns or general questions about your medications please email:

medication@bloomwomenswellness.org

-Please allow up to 48 working hours for a response.

-If there are safety concerns, please go to the nearest Emergency Room. For subacute concerns that need to be addressed sooner than 48 hours, please utilize the local and national resources that are listed below.



Refills + Prior Authorizations

-For fulfilling refills, do not contact the pharmacy, follow the steps below...

-WHEN YOU HAVE 1 WEEK SUPPLY LEFT please complete the refill request form linked [HERE](#) or select the prescription tab on our website and follow the directions. You will need 1) The medication name 2) Dosage and quantity 3) Pharmacy info

-Please allow up to 72 hours for all refill requests to be honored and up to 5 business days for prior authorization requests



Crisis Resources

- Unity Point Behavioral Health Urgent Care (515-263-2632)
- Broadlawns Behavioral Health Urgent Care (515-282-5742)
- Broadlawns Crisis Observation (515-282-5742)
- 988 (formerly National Suicide Prevention Lifeline)
- Your Life Iowa: 1-855-581-8111 (call) or 855-895-8398 (text)
- Broadlawns Hospital - Crisis Line: 515-282-5752



Scheduling

-If you need to cancel/ reschedule your appointment with your med provider, please email: contactus@bloomwomenswellness.org.

-We ask that you provide a **48 hour notice** for any cancellations or rescheduling requests. This is to ensure that all Bloom clients continue to receive timely and consistent care. Please note repeated late cancellations/no shows may be subject to charge.

-You may also schedule a follow up appointment through the portal. We recommend scheduling **two appointments** at a time and with 4-6 weeks between them.

-If you would like notifications and reminders for your appointments, please make sure to select this through the portal.



Lab info/ requests

-If you your provider requests lab testing, they will submit orders electronically.

-Please allow for 48 hours for orders to be submitted

-To schedule your testing appointment, you can click the link [HERE](#), use the QR code below or go to QuestScheduling.com.

-For any lab related questions please email **medication@bloomwomenswellness.org** Your provider will review results with you at your next appointment.



Billing/Insurance Questions/Records Requests

If there are any concerns or questions regarding copayments, records requests, service fees and/or insurance coverage for services, please contact Mitch Sweet at **mitch@bloomwomenswellness.org**

