

## OFFICE POLICIES

Who can bring children to appointments? A biological parent or court-appointed legal guardian must bring the child to the first appointment. To follow-up appointments: any adult may bring the child, if no medication changes are needed. However, only biological parents and legal guardians are legally authorized to consent to treatment and medication changes. If there is someone else you would like to have that ability (like a stepparent), please ask us for the form to sign.

Can teenage patients come alone? Yes, if you trust them to give me the correct information about how they're doing and if no medication changes are needed. (Again, I cannot make med/ dose changes without a parent's permission). Your child will need to bring the copay and the pharmacy phone number. I will call meds into the pharmacy. Any controlled medications will need to be picked up later by a parent; if you trust your child to bring them home, notify me prior to the appointment.

Hours: Monday 7a-4p; Tuesday 7a-6p; Wednesday 7a-1p; Thursday 9a-6p; Friday 9a-12p.

⇒ **Please note that we are not in the office on Wednesday and Friday afternoons.**

Controlled medications: Some medications (Adderall, Concerta, etc) have strict rules set by the DEA. These prescriptions have to be written on paper and cannot be called in or faxed to a pharmacy.

**They also expire 60 days after they are written. It is patient's (or parent's) responsibility to make sure the prescriptions are filled and picked up before they expire.** If you need a refill in between appointments, you will need to stop by the office to pick up the prescription.

Refills: I generally expect that refills in between appointments are **not** necessary; I will prescribe enough meds until the next time I'd like to see you. However, I understand that occasionally they are needed. Please call me several days before running out; refills can take 48 hours. Unless it's a controlled substance, please have the pharmacy fax the refill request. In either case, **I do require that you have a future appointment scheduled before a refill is given** (so you don't run out again).

No-shows, cancelling less than 24 hours: Please read the financial agreement fully. Appointments that are missed or cancelled on late notice will be charged \$25, regardless of the reason. The first late cancel is usually not charged.

Urgent phone calls: I have a second cell phone dedicated to "after hours". I ask that everyone respect my family time and not use the phone unless it is a truly urgent matter. Examples of non-urgent matters that will be charged \$25: refills, appointments, minor side effects. Urgent matters will not be charged, this is defined as "someone may be harmed if it waits a day". Examples: significant medication reactions, extreme symptoms that may require hospitalization.

Contact info: Office phone: 480-775-4240      Fax: 480-775-8866      Urgent phone:480-466-6231