

Communication and Follow-Up Policy

Purpose

This policy outlines the expectations and procedures for communication between patients, guardians, and our office to ensure timely and effective care. We would ask that everyone remember that the doctor and medical professionals are often in with patients and are not at a desk monitoring email and/or phone calls so immediate response is often not possible.

Communication Response Times

Our team strives to respond to patient and guardian inquiries within the following timeframes during the work week (Monday-Friday):

- **Emails:** Responses will be provided within **72 hours**.
- **Voicemails:**
 - **During Business Hours:** Calls will be returned within **24 hours**.
 - **After-Hours Voice Messages:**
 - **Sick Messages:** Will be addressed within 6 hours after the message is received
 - **Non-Sick Messages:** Will be responded to on the next business day.
- **Text Messages:**
 - **During Business Hours:** Please do not send text messages unless otherwise directed by staff or provider.
 - **After-Hours Text Messages:**
 - **Sick Messages:** Will be addressed within 6 hours after the message is received.
 - **Non-Sick Messages:** Will be responded to on the **next business day**.

Calling the Office and After-Hours Provider Line

- **During Office Hours:** Patients and guardians are encouraged to call the office for any medical concerns, scheduling needs, medication refills, or general inquiries.
- **During Lunch Hours (12:00p to 1:30p):** Our office remains closed for lunch, and calls will not be answered live. Only **voicemails** left during this time will receive a callback once the office reopens. Missed calls without a voicemail will not be returned.
- **After-Hours Provider Line (Urgent Needs Only):** Once the office is closed, an on-call provider is available for urgent medical concerns that cannot wait until the next business day.

Examples of When to Call the After-Hours Provider Line:

- High fever that does not respond to medication
- Difficulty breathing or worsening asthma symptoms
- Severe allergic reactions
- Uncontrolled vomiting or diarrhea
- New-onset seizures
- Worsening pain that is not relieved by prescribed medication

Examples of Concerns That Should Wait Until Office Hours:

- Routine medication refills
- Scheduling or rescheduling appointments
- Questions about non-urgent test results

Please use the after-hours provider line responsibly, so that urgent cases can be addressed promptly. If a life-threatening emergency arises, always call **911** or go to the nearest emergency room.

Medication Refill Requests

Medication refills can be requested by **phone or submitting a [request form on our website](#)**.

To ensure timely processing, please provide the following information when requesting a medication refill:

- Child's **full name**
- Child's **date of birth**
- **Medication name and dosage**
- **Preferred pharmacy name and location**

Processing Time: Medication refill requests will be processed within **48 hours** of receiving the request. Please plan accordingly to avoid interruptions in medication availability.

Referral Requests

- Patients must have been seen in person within the last **60 days** for a referral to be processed.
- If the patient has not been seen recently, an appointment will be required before issuing a referral.

Follow-Up Care for Chronic Conditions

- **ADHD Visits:** A minimum follow-up appointment is required **every three months** for patients who are on a stable dose of medication. If there has been a **change in dose**, a follow-up visit is required within **four weeks** of starting the new dose or medication.
- **Other Chronic Illnesses:** Follow-up appointments must occur at least **every six months**.

Compliance and Exceptions

- These guidelines help us provide quality care while managing communication effectively.
- Exceptions may be made at the discretion of the medical provider based on urgent needs or special circumstances.

For any questions regarding this policy, please contact our office.