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Dear Patient,

I regret to have to inform you that I'm not accepting any more new patients to my practice. The waiting time for new appointments with me has now approached 14 months and I am just not able to accept new patients into my practice. ***My practice is now full.*** My office is no longer keeping a "wait list" (as we did in the past) so I regret we are not adding any patients to any sort of wait list. ***My general advice right now would be for patients with hair loss to seek help from other practitioners in their own city or country.***

What to do if help just can't be found?

If you are a patient with hair loss, or the parent of a child with hair loss - I would like you to know *that if you have tried and just can't get help anywhere, I will review your file to see if I can make an exception.* I can't routinely accept new patients into the practice anymore simply because my practice is so full. But for those patients who don't know where to turn for help, and have tried to get help already, I will review your story on a case-by-case basis. I can't promise we'll be able to offer you an appointment spot to consult with me, but I'll review your situation (***provided you meet one of the 3 criteria below***). I assure you that we'll try our best!

It will be at least 15 months wait for an appointment if we do accept you to the practice so if that is acceptable I would invite you to contact my office at whistleroffice@donovanmedical.com to explain your specific situation and let my team know if you meet scenario 1, scenario 2, or scenario 3 from the list below. My team will guide you from that point onwards with more information.

Which 3 groups of patients are sometimes given an exception (and accepted to Dr. Donovan's practice)?

From time to time, I'll continue to accept a new patient to the practice if they meet certain criteria.

If you'd like me to review your specific information to see if I can accept you as a patient, then you **MUST MEET ONE** of the **FOLLOWING THREE SCENARIOS**. Kindly note that if we are able to accept a patient the appointment must be conducted in person in my office in Whistler, Canada and the delay will be 14 months.

Do you meet Scenario 1? The patient MUST have seen AT LEAST TWO PRACTITIONERS for his or her hair loss and at least one of the practitioners MUST have been a board certified dermatologist. We may ask to review consultation letters from those appointments showing the diagnosis and treatment plan. The diagnosis must still not be clear despite these consultations. A biopsy MUST have been done in this situation given that the diagnosis is not clear and blood tests MUST have been ordered for least ferritin, TSH, and hemoglobin. We may ask to see biopsy results, blood tests and past consult letters.

OR do you meet Scenario 2? The patient's diagnosis is felt to be correct and the patient has been prescribed treatment for the hair loss condition with AT LEAST TWO options from the list below but the patient is not getting the response to treatment that was expected.

Suspected diagnosis	A patient MUST have tried (or is still using) AT LEAST of the following treatments from this list
Male balding	Topical minoxidil, topical finasteride, oral finasteride, oral dutasteride, oral minoxidil, laser, PRP
Female pattern hair loss	Topical minoxidil, oral spironolactone, oral minoxidil, laser, PRP,
Alopecia areata (patchy)	Topical steroids, minoxidil, steroid injections
Alopecia totalis or universalis	At least one JAK inhibitor or pulsed steroids or oral methotrexate (a trial of only one treatment is needed rather than 2 treatments)
Lichen planopilaris	Topical steroids, steroid injections, topical tacrolimus, oral cetirizine, doxycycline, hydroxychloroquine,
Frontal fibrosing alopecia	steroid injections, oral doxycycline, hydroxychloroquine, finasteride, isotretinoin, dutasteride
Folliculitis decalvans	oral antibiotics, oral isotretinoin, steroid injections, topical steroids
Dissecting cellulitis	Topical steroids, steroid injections, oral antibiotics, isotretinoin
Discoid lupus	Topical steroids, steroid injections, topical tacrolimus, , hydroxychloroquine, isotretinoin,
Central centrifugal cicatricial alopecia	Topical steroids, steroid injections, doxycycline, topical minoxidil, oral minoxidil
Others	Please contact the office to treatment list we require

OR do you meet Scenario 3? The patient and his or her doctors feel the diagnosis is correct but the patient is unable to find a practitioner who is comfortable or experienced with a specific treatment that either the patient or the practitioner feels should be started at this time. (please be sure to state the specific treatment in your discussions with our office). We may or may not agree to start the treatment but are willing to review on a case by case basis.

Thank you.

Yours truly,

Jeff Donovan MD PhD FRCPC FCDA
Canadian and US Board Certified Dermatologist, specializing in hair loss