

EMAIL POLICIES



HOW OUR OFFICE RESPONDS TO EMAIL QUESTIONS IN THE FIRST 6 WEEKS OF ANY APPOINTMENT

Dr. Donovan is pleased to respond to up to **10 questions** that are EMAILED to the office within the first 6 weeks of any initial or follow up appointment **provided the questions meet the following criteria**. If they do not meet the criteria, they will be answered but it simply means you need an appointment as that is the appropriate step to take to review the concerns. We ask all patients to note that Dr. Donovan does not respond to all questions and does not respond to a limitless number of questions. There is a limit of 10 questions and they **MUST** meet the criteria outlined below.

In general, “new” things require a “new” appointment. If you have “new” blood tests that have arrived (that were not done prior to your last call), or have new points to discuss, or have “new” changes happening in your hair or want to try a “new” treatment that was not discussed – then a new appointment is required.

Dr. Donovan answers questions carefully and thoughtfully and written answers are provided by the office within 72 hours. Dr. Donovan regrets that there are some types of questions that he typically will not be able to answer BY EMAIL. Examples of these questions are outlined in “PART B”. These questions are best handled through discussion at the next follow up appointment or by setting up a telephone consultation.

Our office has structured our follow up appointment in a manner that allows frequent review of issues with a different fee structure than the standard follow up appointment rate. This is to assist in helping patients best manage their hair loss on a more frequent basis.



Examples of Questions and How they are Handled by Our Office

| Issue or Question related to | Dr Donovan will answer this type of question through email within the first 6 weeks of any appointment. There are no associated fees. | This of question or issue would require a formal follow up appointment to review with Dr Donovan. Fees would apply. |
|---|---|---|
| A. The patient's diagnosis |  | |
| B. The patient's past medical history that was reviewed at the appointment |  | |
| C. One of more aspects of the treatment plan that was discussed at the appointment. |  | |
| D. Medications that were discussed or prescribed at the appointment |  | |
| E. Future treatment options that were discussed at the last appointment |  | |
| F. Side effects of medications the patients having or questions about side effects |  | |
| G. "New" treatments, products, or procedures that the patient wants to try that were not discussed at the appointment | |  |
| H. "New" blood tests results that were done after the consultation with Dr. Donovan | |  |
| I. "New" consultations the patient has had with other physicians after the appointment with Dr Donovan. | |  |
| J. "New" updates the patient wishes to share with the office | |  |
| K. A worsening of the patient's hair loss since the last appointment. | |  |
| L. "New" information on medical breakthroughs or new research that the patient wants to share with Dr Donovan | |  |



PART A - QUESTIONS THAT ARE DR. DONOVAN WILL ANSWER WITHIN THE FIRST 6 WEEKS OF ANY APPOINTMENT.

1. The question pertains to the patient's DIAGNOSIS.

Dr. Donovan understands that there is a lot of information provided at the appointment and that it can be a lot to take in and process when a patient learns they have a new diagnosis. While Dr. Donovan will spend a considerable amount of time at each appointment reviewing details of the diagnosis and treatment plan, if you have additional questions about your diagnosis, please let us know.

EXAMPLES:

- (a) "I was just diagnosed with pseudopelade by Dr. Donovan. I'm wondering if my sisters should get checked ? Does the disease affect families like this?"
- (b) "I was just diagnosed with dissecting cellulitis by Dr. Donovan. I'm wondering if this is considered autoimmune in nature because my mom has autoimmune thyroid disease?"

2. The question pertains to the patient's PAST MEDICAL INFORMATION (past medical history) and specific details that were provided at that time of the appointment.

If you've forgotten to mention certain things to Dr Donovan at the appointment. or have questions about something you said at the appointment, please email us to let us know.

EXAMPLES:

- (a) "I saw my mother this weekend and she mentioned that when I was a child I fell on a swing and injured the left eye. Could this explain the findings Dr Donovan sees in the left eyebrow?"
- (b) "Dr. Donovan asked if my periods are regular or irregular. I think I really should have said they are irregular because they are actually very different when I come to think about it. Does this change anything from Dr. Donovan's perspective?"



3. The question pertains to the TREATMENT PLAN that was outlined at the appointment.

Dr. Donovan wants you to understand all the details of your treatment plan. While he will spend a considerable amount of time at each appointment reviewing details of the treatment plan, if you have additional questions about your treatment plan, please let us know. **As a general rule, if a patient finds they are not getting better or getting worse on the prescribed treatment a new follow up appointment is always needed. These issues are not handled by email.**

EXAMPLES:

- (a) “Dr. Donovan said I should start hydroxychloroquine at 200 mg daily. We’re thinking of trying for a second baby in the Fall. How long should I be on hydroxychloroquine in order to it to have a real impact on the disease. I understand I’ll need to stop when we start trying.”
- (b) “Dr. Donovan said I should start Rogaine. I’m only using it 5 times per week because I really don’t want to take it on the weekends when I go away. Is this still going to help”

4. The question pertains to ANY MEDICATION that was prescribed at the appointment.

Dr. Donovan wants you to understand all the details of your treatment plan. While he will spend a considerable amount of time at each appointment reviewing details of the treatment plan, if you have additional questions about your medications, please let us know.

EXAMPLES:

- (a) “I’ve been started on methotrexate and folic acid. I’m wondering if the folic acid should be taken with my other medications or should I take it separately
- (b) “Dr Donovan put me on finasteride 5 mg but the pharmacist says he thinks it should be 1 mg. Can Dr Donovan advise?”



5. The question pertains to FUTURE TREATMENTS that were described or outlined at the appointment.

Dr. Donovan wants you to understand all the details of your treatment plan and will have outlined currently recommended treatments for you to start now as well as options you might consider in the future. If you have additional questions about these future treatments, please let us know. **If a treatment was not outlined in your consult letter, a new appointment is likely to be required.**

EXAMPLES:

- (a) “Dr. Donovan said that if I don’t respond to the minoxidil, he’ll consider spironolactone. I’ve been reading a lot about this treatment and wondered if it causes breast cancer as my mom and sister had breast cancer.”

6. The question pertains to SIDE EFFECTS that a patient may be experiencing from medications Dr Donovan prescribed.

If you are having side effects from a medication, please let us know. We’ll help you address the side effects. Remember that if the side effects are serious or you’re not sure, you should seek medical attention immediately and not rely on our office. You might need to go the emergency room or call 911.

But if you are having some mild types of side effects, let us know. If side effects still persist **after 21 days**, a brief phone consultation may be the appropriate consultation for you to have with Dr. Donovan. **If a new treatment is required to be initiated on account of the patient having a side effect, a brief telephone consultation may be required. In some cases a formal in person consultation may be the appropriate type of consultation so that the scalp can be examined.**

EXAMPLE:

- (a) “Dr. Donovan prescribed me isotretinoin and my lips are just so dry. What should I do?”

COMMENT:

This questions will be answered within 72 hours by Dr. Donovan.



EXAMPLE:

- (a) “I’ve stopped by doxycycline three weeks ago but I’m still not well and still feel nausea and am still vomiting

COMMENT:

This issues is going on for more than 3 weeks. It is potentially quite involved and a brief telephone consultation (BTC) is the appropriate consultation here. A fee of \$ 350 would apply

| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

7. The question pertains to consultations that happened with other doctors BEFORE the date of the consultation with Dr. Donovan.

EXAMPLE:

- (a) “I forgot to ask Dr. Donovan at the meeting. I mentioned to Dr. Donovan that I saw Dr Rolands in the past. Dr. Rolands said that he saw more redness in the back of the scalp compared to the front of the scalp. Did Dr. Donovan see that during the examination last week and should I be applying more clobetasol in the back compared to the front?”

If you have had new consultations with any doctor after the date of your consultation a new appointment will be required.

In general, “new” things require a “new” appointment. If you have “new” blood tests that were not done prior to your last call, or have new points to discuss, or have “new” changes happening in your hair or want to try a “new” treatment that was not discussed – then a new appointment is required.



PART B - QUESTIONS THAT DR. DONOVAN MAY NOT ANSWER BY EMAIL

Dr. Donovan regrets that there are some types of questions that he typically will not be able to answer BY EMAIL. Examples of these questions are outlined in this section. We do have patients that send us updates about their hair daily, weekly or monthly. This is wonderful and Dr. Donovan appreciates this information. However the information contained in these sorts of updates are added to a patient's file for Dr Donovan to review at the next appointment.

Dr Donovan does not respond to every update that comes into the office. With the large volumes of patients we have and the complexity of the cases we see, we ask patients to take special note of how our office works and the policies we have. Some types of questions are best handled through discussion at the next follow up appointment or by setting up a telephone consultation before the next consultation.

In general, “new” things require a “new” appointment and are not typically answered without an appointment. If you have “new” blood tests that have come in (that were not done prior to your last call), or have new points to discuss, or have “new” changes happening in your hair or want to try a “new” treatment that was not discussed – then a new appointment is required.



Dr Donovan does not provide email answers to situations that do not pertain to the above including:

8. The question pertains to “new things” the patient has tried or is planning to try AFTER the date of the consultation with Dr. Donovan. New things include products, supplements, medications, shampoos, surgeries that were not discussed at the appointment. These will be reviewed at the time of the next follow up appointment the patient has with Dr. Donovan.

EXAMPLE A:

(a) “I’ve decided to buy a new supplement because my friend said it was really helpful for her sister. I’ve attached a photo of that supplement here. Does Dr. Donovan recommend it? How much should I take? Is it safe?”

COMMENT:

In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond BY EMAIL to questions about **new** things. If you have questions about new products, please send them to us and we will print them out and add them in the front of your chart. Dr. Donovan will review them before your next appointment. If you decide that you want answers to these questions, let us know and we will schedule a brief telephone consultation.

EXAMPLE B:

(b) “I’ve started a new face cream after my appointment with Dr Donovan .. but I think it’s making my hair itch. Should I stop the face cream?”

COMMENT:

In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond by email to questions about new things. If you have questions about new products, please send them to us and we will print them out and add them in the front of your chart. Dr. Donovan will review them before your next appointment. If you decide that you want answers to these questions, let us know and we will schedule a brief telephone consultation.



In general, “new” things require a “new” appointment and are not typically answered without an appointment. If you have “new” blood tests that have come in (that were not done prior to your last call), or have new points to discuss, or have “new” changes happening in your hair or want to try a “new” treatment that was not discussed – then a new appointment is required.

EXAMPLE C:

(c) “I just went to the hair dresser and she wants me to use this shampoo. I’ve attached it in the photo here. Should I use it?”

COMMENT:

In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond by email to questions about “new things” that were not discussed at the time of the previous consultation. If you have questions about new products, please send them to us and we will print them out and add them in the front of your chart. Dr. Donovan will review them before your next appointment. If you decide that you want answers to these questions, let us know and we will schedule a brief telephone consultation on with Dr. Donovan.

9. The question pertains to new blood test results the patient had done after their appointment with Dr Donovan.

EXAMPLE A:

(a) “I just completed all the new blood tests Dr. Donovan wanted me to get done. Can he go through them with me and tell me what to do. ”

COMMENT: This requires a new follow up appointment. All new results and new information requires a new appointment. Generally speaking the consult note should outline when Dr Donovan plans to review your blood tests. This information is usually found at the bottom of the consultation note. Our office has short follow up appointment within the first 2 months for the purpose of reviewing blood tests. The fee is \$ 350.

In general, “new” things require a “new” appointment. If you have “new” blood tests that were not done prior to your last call, or have new points to discuss, or have “new” changes happening in your hair or want to try a “new” treatment that was not discussed – then a new appointment is required.



10. The question pertains to consultations that happened with other doctors AFTER the date of the consultation with Dr. Donovan.

EXAMPLE A:

(a) "I'm going for surgery next week to have a facelift. I'm wondering if this will cause hair loss? What should I be doing to prevent hair loss? What medications should I be stopping or starting"

COMMENT: In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond to questions BY EMAIL about new consultations that the patient is planning to have done after the date of the consultation. If it was discussed at the consultation appointment, Dr Donovan will provide full answers. In the example above, this question deals with consultations that happened after appointment. The answer is very involved and may be quite complex. It can't be answered by email. A phone call is the appropriate way to discuss this issue. If a patient has questions about something new they are planning to do, please send them to us and we will print out these questions and add them in the front of your chart. Dr. Donovan will review them before your next appointment. If you decide that you want answers to these questions immediately, let us know and we will schedule a brief telephone consultation.

EXAMPLE B:

(a) "I just met with my rheumatologist today and want to ask Dr. Donovan about it and review what the rheumatologist said."

COMMENT: In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond to questions BY EMAIL about new consultations that the patient has had after the date of the appointment UNLESS THIS INFORMATION WAS REQUESTED IN THE CONSULT LETTER. We ask all patients to check the consultation letter and see when then information was going to be reviewed. If it was discussed at the consultation appointment, Dr Donovan will provide full answers. In the example above, this question deals with consultations that happened after appointment. A phone call is the appropriate way to discuss this issue. If a patient has questions about something new they are planning to do, please send them to us and we will print out these questions and add them in the front of your chart. Dr. Donovan will review them before your next appointment. If you decide that you want answers to these questions



immediately, let us know and we will schedule a brief telephone consultation. The fees are shown below

| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

11. The question pertains to NEW TREATMENTS that the patient wishes to start that were not discussed at the appointment and are not found in the consultation note that was send to the patient.

EXAMPLE:

(a) "I'd like to start excimer laser for my alopecia areata. I don't think he mentioned it during the meeting but I read it's helpful. What does Dr. Donovan think? How do I go about setting this up "

COMMENT:

In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond to emailed questions about new treatments that the patient would like to have if they were not discussed at the appointment. If it was discussed at the consultation appointment, Dr Donovan will provide full answers. In the example above, this question deals with something that was not discussed at the appointment. The answer is actually very involved and may be quite complex. For example, excimer laser may not be available in the patient's area. It may be less effective that the current plan. It may be expensive given the patient in this case does not have insurance coverage. It can't be answered by email. A phone call is the appropriate way to discuss this issue or it is best discussed at the next appointment. If a patient has questions about new treatments, please send them to us and we will print out these questions and add them in the front of your chart. Dr. Donovan will review them before your next appointment. If you decide that you want answers to these questions immediately, let us know and we will schedule a brief telephone consultation. The fees are below:



| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

12. The question pertains to GENERAL UPDATES that the patient wishes to relay to Dr. Donovan unless specifically requested in the prior consultation note.

EXAMPLES:

(a) “I’m just updating the office on my progress. It’s been 2 months since my appointment and I see hairs growing at the sides. What does Dr. Donovan think of this?”

(b) “I’m just updating the office on my progress. It’s been 3 weeks using the CLOBEX and my symptoms are better. I don’t have the burning any more. What does Dr. Donovan think?”

COMMENT:

In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond BY EMAIL to questions about general updates from the patient. We appreciate these updates and they form an important part of each patient’s medical record and will be thoroughly reviewed by Dr. Donovan prior to the next appointment. We have patients who update us daily and weekly about their progress. This information is wonderful and gets printed out and goes directly into the chart. However, Dr. Donovan does **not** provide a response to each update that comes in. If a patient wants to discuss the information provided in the update, or decides that they want answers to these questions immediately, we ask that they let us know and we will schedule a brief telephone consultation.

If the consultation note specifically asked for the patient to send in updates by a certain date, a full written answer will be sent to the patient. Please review the previous consultation note to



determine if Dr. Donovan had asked for an update by a certain date. This information will generally be found towards the end of the letter.

EXAMPLE C:

(C) “Dr. Donovan wants me to keep track of foods I eat and how it affects my scalp itching. I just had a tomato and feel my scalp itching is worse. what does Dr. Donovan think?”

COMMENT:

For patients that are required to keep ‘diaries’ of new food and new products and how they affect the hair and scalp, we welcome these updates. They get put into the chart for Dr. Donovan to review prior to the appointment. Dr. Donovan generally does not reply with each and every update that is sent in to the office.

EXAMPLE D:

(D) “Dr. Donovan wants me to keep track of products I use and how it affects my scalp itching. I just used a new hairspray (see photo) and feel my scalp itching is worse. What does Dr. Donovan think?”

COMMENT:

For patients that are required to keep ‘diaries’ of new food and new products and how they affect the hair and scalp, we welcome these updates. They get put into the chart for Dr. Donovan to review prior to the appointment. Dr. Donovan generally does not reply with each and every update that is sent in to the office.

13. The question pertains to PHOTOS that the patient sent in to Dr. Donovan unless photos were specifically requested in the prior consultation note. Please review the previous consultation note as it should clarify in their whether Dr. Donovan is waiting for your photo updates or not.

EXAMPLES:

(a) “I’m attaching photos of my scalp to see what Dr. Donovan thinks. What are this thoughts?”

COMMENT:

In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond BY



EMAIL to photos that are sent in from the patient. We appreciate these photo updates and they form an important part of each patient’s medical record and will be thoroughly reviewed by Dr. Donovan prior to the next appointment. We have patients who email us photos weekly or monthly. This information is wonderful and gets placed directly into the chart. Dr. Donovan does **not** provide a response to each photo update that comes in. If a patient wants to discuss the photos in more detail, we ask that they let us know and we will schedule a brief telephone consultation. Fees are outlined below”

| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

If the consultation note specifically asked for the patient to send in photos by a certain date, a full written response will be sent to the patient by Dr. Donovan. Please review the previous consultation note to determine if Dr. Donovan had asked for photos by a certain date. This information will generally be found towards the end of the letter.

If a patient is concerned that their hair may be getting worse, he or she should set up a consultation. This is the best way to address the concerns.

14. The question pertains to MEDICAL BREAKTHROUGHS or RESEARCH that the patient has read, or heard about.

EXAMPLES:

- (a) “I just read this article about a new drug that grew hair in 2 subjects. Can I try it?”
- (b) “I saw a news story about a drug that is coming out. I’m attaching a link. Can I try it?”
- (c) “I am attaching an article from a research journal. What does Dr. Donovan think? Does it apply to me?”

COMMENT:



In order to provide the highest quality of care to our patients, and ensure that thorough answers are provided every day to emails and questions that come in to the office about issues relating to those of part A (above), Dr. Donovan typically is not able to respond BY EMAIL to questions about breakthroughs or medical research that are sent in from the patient. We appreciate these pieces of information and they will be thoroughly reviewed by Dr. Donovan prior to the next appointment. We have patients who email us research articles quite often. This information is wonderful and gets placed directly into the chart. Dr. Donovan does **not** provide a response to each article that comes in. If a patient wants to discuss any written article or news piece in more detail, we ask that they let us know and we will schedule a brief telephone consultation.

15. The Question Pertains to How to Deal with A Progressively Worsening Scalp Condition or Hair Loss

As outlined in point 2 above, patients who find their hair loss is getting worse or their scalp issue is getting worse require a follow up appointment. This can be either a brief telephone consultation or an in person consultation. Dr. Donovan may advise which is better as sometimes he may need to see the scalp. ***As a general rule, if a patient finds they are not getting better or are getting worse on Dr. Donovan's prescribed treatment plan, a follow up appointment is always needed. These issues are not handled by a series of back and forth emails. If a patient's scalp condition is deteriorating this means that the follow up appointment needs to be moved up.***

In general, "new" things require a "new" appointment. If you have "new" blood tests that were not done prior to your last call, or have new points to discuss, or have "new" changes happening in your hair or want to try a "new" treatment that was not discussed – then a new appointment is required.

COMMON EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 10.

A. I had an appointment with Dr. Donovan last week and I have a question. Do I need to make another appointment?

Simply contact the office and raise the question to our staff. Most questions are answered – but please review pages above for the types of questions we may not answer. Our nurses or administration team will get back to you with answers once they speak with Dr. Donovan



B. I had an appointment with Dr. Donovan last week and I have a question. I want to speak to Dr. Donovan directly rather than communicate through the administrative or nursing team. Can I set up an appointment to speak with him again by phone today or tomorrow?

Absolutely. Please keep in mind that there is a fee of \$350 for each phone call appointment within the first 2 months. There are no fees for any questions emailed or called into the office within the first 6 weeks provided they meet the criteria in part A (see pages above). We understand that there is a lot of new information delivered during your appointment and it's common to have questions after your appointment and request clarification of a comment that Dr. Donovan raised during the appointment. Unless you have arranged a telephone call with Dr. Donovan, our strict policy in the office is that you present your questions to our team by email, or phone (or written letter to the office). We will get back to you with an answer from Dr. Donovan quickly. ***To run an efficient office, we do not permit patients to call in to the office with the expectation that Dr. Donovan will come to the phone or call patients back later that evening.*** In our office, this is not possible although we recognize that it may be in other offices. We receive 30-110 questions from our own patients daily and are extremely efficient in getting everyone's questions answered within 24 hours (maximum is 72 hours). If Dr. Donovan returned everyone's phone calls and emails in a given day, he would never leave the office. We appreciate your understanding of this strict policy on how we deal with questions from patients.

To summarize,

- If you have a question, please direct it to our team by phone at 604. 283.1887 or email at office@donovanmedical.com. There are no fees for any questions emailed or called into the office within the first 6 weeks provided they meet the criteria of PART A outlined in pages above. However, should you wish to speak with Dr. Donovan there may be associated fees.
- If for any reason, you wish to have a private phone appointment with Dr. Donovan and do not wish to present your question to our team, please let us know and we will set up an appointment with Dr. Donovan. There is a fee of \$350 for each 20 minute phone call



interval within the first 2 months, and a fee of \$ 550 if it has been 2-4 months

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|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

- C. If you are having a side effect from a medication and the time has not yet come up for you to have your follow up appointment, simply contact us to discuss with Dr. Donovan. There are no fees.** If the side effects persists after 21 days, a formal appointment may however be required. If it is an emergency, you must go directly to your nearest emergency room and seek help right away. However, if it is not an emergency, we ask that you contact our team to let them know about your issue so that Dr. Donovan may be contacted. Dr. Donovan will either contact you directly or our team will contact you after Dr. Donovan has reviewed the situation. There are no fees for this consultation provided you have not gone beyond the recommended time Dr Donovan advised for follow up. For example, if you were advised to return in 4 months and you are having issues at month 9, there is a fee of \$750 for the consultation follow up. Respecting the follow up duration intervals is extremely important to ensure safety. Please note that the appointment is strictly to deal with your side effect and to help your resolve the issue safely to keep you healthy. Once your issue resolves, you will need to set up another appointment to discuss the “next steps” for your treatment. Let’s say for example that you are having a side effect from a pill or one of your creams. We will help you resolve this side effects and discuss how best to stop the pill or cream and what to do if there was a side effect. However, in order to determine what treatment to do next, an appointment with Dr. Donovan will be required.
- D. If you have a question after your appointment, please call or email our office.** In order to protect the privacy of other patients in the office, we do not allow ‘drop ins’ in the office. For example, if you are passing by the office or have another appointment in the building or nearby and have a question for Dr. Donovan, please email us the question or phone us rather than drop into the office to ask the question.



- E. Brief 15 minute telephone consultations (BTC) for discussion of a single issue with Dr. Donovan are billed at \$ 350 per call for the telephone call if within the first 2 months, \$ 550 if between 2-4 months and \$ 750 if longer that 4 months.**

| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

These brief telephone consultations are available between the appointment and the recommended follow up time and are only available for patients of the practice. Brief telephone consultations are not available if the last appointment was more than 1 year ago. These fees are due prior to the call. In person consultations in the office are billed at \$ 750 for all follow up appointments.

ADDITIONAL EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 10.

Please take the time to review.

- F.** Suppose your family physician has advised that you start a new medication and it has been 5 months since your appointment with Dr. Donovan. Your next appointment is not until month 9. You have never discussed this medication with Dr. Donovan and want to know if it's a good idea or not as you're not sure if it affects your hair. You would require a brief telephone consultations (BTC) to review this with Dr. Donovan and fees of \$750 would apply according to the chart below

| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

Our receptionists will help you arrange an appointment. If for the sake of this example it was less than 6 weeks, a fee of \$ 350 would apply

- G.** Suppose you would like to get your hair dyed and it has been 3 months since your appointment. Please note this is considered a “new event” happening after your



appointment. You want to know if it's safe of not as you don't want to jeopardize your success by getting your hair dyed if you weren't supposed to. You would require a brief telephone consultation (BTC) to review this with Dr. Donovan. Our receptionists will help you arrange an appointment. The fee is \$550. If the question came into our office before 2 months, the fee would be \$ 350.

- H. Suppose you would like to get a cosmetic procedure (facelift, Botox, fillers) and you are not sure if this would be safe. It has been 3 weeks since your appointment. Please note this is considered a "new event" happening after your appointment. This question would not be answered by email. A follow up fee would apply.

In general, "new" things require a "new" appointment. If you have "new" blood tests that were not done prior to your last call, or have new points to discuss, or have "new" changes happening in your hair or want to try a "new" treatment that was not discussed or want advice on some sort of 'new' thing you want to do – then a "new" appointment is required.

- I. Suppose you would like to get a cosmetic procedure (facelift, Botox, fillers) and you are not sure if this would be safe. It has been 14 weeks since your appointment. In this case, you would require a brief telephone consultation (BTC) to review with Dr. Donovan. Our team will help you arrange an appointment. The fee is \$550 and payment is due before the call. If your question comes in 17 weeks (more than 4 months) a fee of \$ 750 would apply. If your question comes in at 2 months, a fee of \$ 350 would apply

| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |



In general, “new” things require a “new” appointment. If you have “new” blood tests that were not done prior to your last call, or have new points to discuss, or have “new” changes happening in your hair or want to try a “new” treatment that was not discussed or want advice on some sort of ‘new’ thing you want to do – then a “new” appointment is required.

- J.** Suppose you have started a medication prescribed by Dr. Donovan and you are experiencing side effects. It’s been 4 months since your appointment and your next regular appointment is not for 4 more months and you are not sure what do to. In this case, please contact us so that we may figure out how best to help you. The important point here is that you have not exceeded the recommended follow up time. There are no fees. Dr. Donovan will decide whether our team can communicate this information or whether he will need to speak to you directly. It is the complete discretion of Dr. Donovan to decide how best to communicate this information with you. Our nurses or administrate team would get back to you to advise you of the next step. If you want to speak to Dr Donovan and do not accept the method that our office feels is best in communicating with you, a fee may apply. For example, suppose you are using minoxidil and you develop itching in the scalp and ask our office for help. We may have our nurses or admin team email you back once they have spoken with Dr Donovan. In this case we might advise that Dr Donovan said to use a certain shampoo to help clear the itching. If you do not accept the email advice of our team and wish to speak to Dr. Donovan, there would be a fee. In this case, Dr Donovan has determined that our office communication with you is just as effective as a phone call. It is his professional opinion that email is an acceptable way to handle this situation with you. If you feel that you still wish to speak to the doctor, a fee would apply.
- K.** Suppose you have started a medication prescribed by Dr. Donovan and you are experiencing side effects. It’s been 8 months since your last appointment and Dr Donovan advised you to come back in 6 months. In this case, a follow up appointment would be required as Dr Donovan has deemed 6 months to be the safe interval before monitoring is required. This can be either in person or via skype. A fee of \$ 750 would apply as this is the fee for all routine follow up appointments with Dr. Donovan.



POLICY 11: If you wish to change your treatment plan, a follow up appointment is always needed. Those issues are not handled by email.

We commonly encounter situations where patients decide that they want to change their treatment plan. Some patients, for example, may read about a new treatment on the internet, and decide that they want to start that treatment instead. Other patients may start one treatment and decide that another treatment is the way to go.

Generally speaking, if a patient wishes to change their own treatment plan or wants advice about changing a treatment plan that Dr Donovan had created, they should make an appointment with the office for a follow up appointment. In some cases, a brief telephone appointment may be possible. Brief telephone calls are possible according to the following schedule:

| Time Since Last Appointment | Appointment Fee (Standard Appt – 30 minutes) | Appointment Fee (Brief Appt – 15 minutes) |
|------------------------------------|---|--|
| Less than 2 months | \$ 500 | \$ 350 |
| 2 months to 4 months | \$ 650 | \$ 550 |
| More than 4 months | \$ 750 | \$ 750 |

Dr. Donovan will need to review your current situation and review with you whether the treatments and plan you are wondering about are safe and effective. He will then need to review with you side effects and whether any special monitoring is needed.

Please note Dr. Donovan is ***not*** able to simply call in prescriptions to a pharmacy for patients who call or email our office with the request “*I have seen this new treatment on your blog post or on TV and would really like to try it – can the doctor call me in a prescription to my pharmacy?*” This is not something that Dr. Donovan will do nor is it something that is safe. If you are considering another treatment, you need a full review of the appropriateness of this treatment.

