

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**. We ask all patients to note that Dr. Donovan does not respond to all questions that a patient might have. There is a limit of 10 questions and they **MUST** meet the criteria outlined below. If there are more than 10 questions or they do not meet the criteria, we would simply ask that you set up an appointment to review these questions with Dr. Donovan. Brief appointments are available within the first 4 months of any appointment.













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 patient 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 before the next appointment.

Our office has structured our follow up appointments 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.

Time Since Last Appointment	Appointment Fee (Brief Appt - 15 minutes)	Appointment Fee (Standard Appt - 30 minutes)
Less than 2 months	\$ 250	\$ 450
2 months to 4 months	\$ 500	\$ 650
4 months or more months	\$ 650	\$ 650

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, an 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 \$ 250 would apply

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4 months or more months	\$ 650	\$ 650

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 \$ 250.

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 (Brief Appt - 15 minutes)	Appointment Fee (Standard Appt - 30 minutes)
Less than 2 months	\$ 250	\$ 450
2 months to 4 months	\$ 500	\$ 650
4 months or more months	\$ 650	\$ 650

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 (Brief Appt - 15 minutes)	Appointment Fee (Standard Appt - 30 minutes)
Less than 2 months	\$ 250	\$ 450
2 months to 4 months	\$ 500	\$ 650
4 months or more months	\$ 650	\$ 650

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 (Brief Appt - 15 minutes)	Appointment Fee (Standard Appt - 30 minutes)
Less than 2 months	\$ 250	\$ 450
2 months to 4 months	\$ 500	\$ 650
4 months or more months	\$ 650	\$ 650

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.