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## **Clinic Policies & General Information.**

### **Please take the time to read this document.**

Welcome to the Donovan Hair Clinic. Our goal is to provide you with world-class care using the most effective treatments. **The following *Clinic Policies* were created to ensure respect for all of our patients, respect for our patients' families and respect for all members of our extended team of employees at the Donovan Hair Clinic.** All patients of the office are required to adhere to the office policies. Our employees also have a code of conduct and ethics that they adhere to and review frequently. Should you have any questions or comments about our policies, please let us know.

**We are here to help you in whatever manner works best with you.** Some patients are referred to Dr. Donovan and become our long-term patients. Other patients are seen at the Donovan Hair Clinic once for a 'second opinion' and a "fine-tuning" of their treatment plan before returning to their own hair loss physician. Other patients return to their own hair loss physicians for routine follow up and return to see Dr. Donovan every 9-12 months. Let us know what works for you.

**POLICY 1: An individual is deemed to be a patient of the clinic ONLY once they have met with Dr. Donovan or spoken with Dr. Donovan through a remote consultation.**

An individual becomes a patient of our clinic once they have actually met Dr. Donovan. New patients making appointments with our office should take note that even if an appointment has been confirmed, the individual is not yet an official patient. The appropriate term in this situation is a 'prospective patient'. Dr. Donovan cannot order tests for any individuals who are not yet deemed official patients of the clinic.

Many individuals with hair loss reach out to us with requests for Dr. Donovan to order various blood tests or write various letters prior to them actually seeing Dr. Donovan the first time. **Dr. Donovan is only permitted to order tests for individuals who are his official patients.** If you have not yet met Dr. Donovan or spoken to him on the phone, you are not considered a patient yet.



**POLICY 2: There are fees for all consultative, diagnostic and treatment related services provided by Dr. Donovan and our clinic.**

We are a private clinic. We encourage all prospective and current patients to review our website [www.donovanmedical.com/fees](http://www.donovanmedical.com/fees) for details on specific fees. For Canadian residents, the fact that we are a private clinic means that any appointments, blood tests, biopsies or swabs that Dr. Donovan orders. In addition, any referrals to another physician that Dr. Donovan makes are not covered under your provincial insurance the same way they would be if a Canadian physician were to order them. If you have any questions about our what our status as a private clinic means, please let us know.

**POLICY 3: New appointments are generally 35 minutes but rarely run to 45 minutes. Dr. Donovan reserves the right to stop an appointment if it exceeds one hour (60 minutes). This would be considered a rare occurrence in our clinic. Follow up appointments are typically 20-25 minutes. Dr. Donovan reserves the right to stop a follow up appointment if it exceeds 35 minutes.**

We understand that there is a lot of cover during the appointment. For this reason, we ask that patients come prepared and we, in turn, give our promise that we'll be prepared. We ask that patients submit blood tests results, biopsies, ahead of time (i.e. in advance of the appointment) to our office and complete the patient questionnaire ahead of time as well as well.

It's rare in our clinic that any patient actually feels rushed. That's not how our clinic is set up. However, on rare occasions, it may be necessary to stop an appointment if it is running beyond the allotted time.

Dr. Donovan aims to run a practice which runs on time and does not keep other patients waiting. We understand that there is much to cover. We rarely need to enforce any type of policy on appointment times, but please note that **we have specific patient appointment blocks that run 1.5 to even 2 hours and these are booked ahead of time**. There are different fees for these appointments so please contact the office if you require information about these fees.

LONGER APPT FEES (PRIOR BOOKING NEEDED)

60 minutes -	\$ 1000
90 minutes -	\$ 1400
120 minutes -	\$ 1700



If you feel you would like a 90 minute appointment for your first appointment, we will make this happen. The fee would be \$1400. Sometimes an appointment runs over the allotted time due to the complexity of the actual hair loss case, and other times it is due to patients wishing to ask many questions and discuss their case with Dr. Donovan.

Dr. Donovan endeavors to answer all questions – however never at the expense of the next patient who is waiting. Please note that it may be necessary to stop an appointment if it is running over the allotted time. This is not meant to be rude, disrespectful, discourteous in any manner, but simply to respect the time of the next patient who is waiting. Many of our patients in the office have other appointments/meetings to attend, parking that will soon expire, planes to catch, or children to pick up. We do our utmost to run on time in this office.

If a situation requires that an appointment be stopped because it is running over, the following measures are taken:

- a) Any additional questions that the patient has can be forwarded to our office by email, fax or letter and Dr. Donovan will answer them within 3 business days.
- b) A detailed letter regarding the patient's medical history, details of their hair loss, and treatment recommendations will be sent to the patient and to the patient's doctor (if the patient wishes) within 3 weeks of the appointment.

### **COMMON EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 3.**

#### **A. I want to reserve a full 60 minute or even 90 minute appointment with Dr. Donovan and do not want to have my appointment cut short. How can I do this?**

We do take patient concerns very seriously and it is not common for patients to feel "rushed." Even before your appointment Dr. Donovan will have reviewed your questionnaire, blood tests and anything else you have sent ahead of time - generally 24-48 hours before the patient's appointment. He is quite thorough in this regard.

Please note that if your appointment is at say 10 am (as an example) then usually we have reserved 10-1040 for your appointment. There is likely another patient at 10:45 am which means Dr. Donovan would not be able to extend the appointment longer.

We have a unique office in that patients do come from all over the world. Dr Donovan strives to be on time as many patients have tight airline connections. He seldom runs behind.



If there are issues that are not covered during your appointment, you do have the option to submit any remaining questions in writing to Dr Donovan. Dr Donovan will respond by letter to any remaining questions within 24 hours. This is not common that patients need to submit questions as generally the 35-40 minute appointment duration is appropriate for most patients.

However, there are situations where patients feel they would like or would need 1 hr or sometimes 1.5 hr or 2 hrs with Dr. Donovan. These are normally for complex situations and often for patients who come with families to the appointment or from very long distances. There are different fees for these extended 1 hour 1.5 hour and 2 hr appointment.

For patients specifically requesting longer appointments, we do have the ability to block off longer amounts of time in the clinic. For most patients our standard 35-40 minute appointment blocks are sufficient. Generally speaking, our patients do not feel rushed.

However, the following are fees for longer appointments. These appointment blocks must be reserved and confirmed ahead of time

60 minutes -	\$ 1000
90 minutes -	\$ 1400
120 minutes -	\$ 1700

**POLICY 4: There is a fee for both ‘new’ appointments and all ‘follow up’ appointments.**

Every follow-up appointment has an associated fee. New appointment fees are charged a fee of \$875 + taxes. Follow up appointment fees are \$ 650 + taxes. The one exception is the 5-10 minute appointment for steroid injections by our nurses which are \$ 200 per visit.

A common error is assuming that the initial consultation fee covers all follow up appointments with Dr. Donovan as well. This is not correct.



## COMMON EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 4.

- B. I have been on a medication for 4 months and don't think it's working. In fact, it's making it worse. My appointment is not for 5 more months as he said he'd like to see me at month 9. I'd like to talk to Dr. Donovan about what to do next. Is there a fee for a follow up appointment?**

There is a fee for all follow up appointments. There is a fee for anytime Dr. Donovan offers his professional medical advice on an issue related to hair loss. The fee for the follow up appointment is for Dr. Donovan to review next steps, side effects, connect you with blood testing (if needed) and advise you fully about the next steps.

Patients with questions have the option of emailing the office within the first 3 months for advice on possible steps to take (free of charge) or arranging a phone call with Dr. Donovan (for a fee of \$250 for the brief appointment). After three months, most issues require a follow up appointment to be booked. In this case, it may be helpful for the patient to arrange a follow up appointment. The fee for this appointment would \$650 if after three months

## **POLICY 5: A fee is charged regardless of the actual result.**

Please note that appointment follow up fees apply in our clinic regardless of the results that a patient achieves. We practice hair medicine using the most up to date methods with the best evidence for treating hair loss. However, we don't promise results and never have. At the time of your appointment, Dr. Donovan will inform you of the chances (likelihood) of success. For example, if a medication has a 40 % chance of increasing hair density, 40 % of our patients will be pleased with their hair growth and 60 % will not. The same follow-up fee applies to patients that get an improvement as compared to patients that do not. *Fees are for Dr. Donovan's professional advice, not outcomes.*



## **COMMON EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 5.**

**A. I was started on a treatment by Dr. Donovan for my alopecia areata and I did not see results. I want to know what treatment to do next. Do I still pay a follow up fee if I wish to see Dr. Donovan?**

Yes, there is a fee for all follow up appointments with Dr. Donovan (see Policy 1 and 2 above). The fees charged by the clinic are for Dr. Donovan's professional medical advice, not for outcomes. Please note that fees apply regardless of results. We practice hair medicine using the most up to date methods with the best evidence for treating hair loss. However, we don't promise results and never have. At the time of your appointment, Dr. Donovan will inform you of the chances (likelihood) of success. For example, if a medication has a 35 % chance of increasing hair density, 35 % of our patients will be pleased with their hair growth and 65 % will not. The same follow up fees apply to each patient. Follow up fees are for Dr. Donovan's professional medical advice, not for outcomes.

## **POLICY 6: Steroid Injection Appointments are short appointments just for steroid injections by our nurses.**

There are three main types of appointments that a patient will attend after their first consultation: 1) a follow up appointment 2) a steroid injection appointment or 3) A PRP appointment. Steroid injection appointments are brief 5-10 minute appointments and only provide enough time to administer the injection. If a patient wishes to discuss other aspects of his or her treatment plan, a follow up appointment would be the appropriate appointment type to book rather than a steroid injection appointment.

**Our nurses are highly trained and may be administering treatment.** Our nurses may assist in providing you care throughout your visits. For example, patients who require steroid injections will usually have these injections performed by our nurses. As a patient of the Donovan Hair Clinic, you have the right to have your steroid injections (if you require them) performed by Dr. Donovan. Higher fees would apply for injections performed by Dr. Donovan rather than our nurses

Patients with alopecia areata and scarring alopecia who wish to discuss other aspects of their treatment (such as changes in other medications, blood tests or other issues should book a follow up appointment (rather than an injection appointment as these issues cannot all be



covered during the 5 minute injections appointment.

## **COMMON EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 6.**

- A. I am receiving steroid injections for alopecia areata and am wondering if I should add methotrexate pills or switch to DPCP now. Can I discuss all of this at my next injection appointment?**

There is not enough time during the injection appointment to discuss these more involved issues. An injection appointment is scheduled for only 5 minutes. Please book a follow up appointment as it will require an extended period of time for Dr. Donovan to address these issues properly. These issues require at least 20 minutes and perhaps even 30 to review treatment, side effects, necessary blood tests. A fee of \$650 would apply for the follow up appointment. Please keep in mind that an "injection appointment" is a brief 5 minute appointment to perform injections. It's meant to make things convenient for patients so they can come in and out of the office quickly so that the appointments have limited impact on their day.

**For patients with alopecia areata:** a "follow-up" appointment rather than a "steroid injection" appointment will be required if:

- a) more than 12 months have elapsed since seeing Dr. Donovan OR
- b) the patient wishes to discuss issues with Dr. Donovan other than the steroid injections.

- B. I am receiving steroid injections for scarring alopecia and I am wondering if my scarring alopecia is stable or if it is worsening. I am wondering if I should make changes in any of my medications at this point. Can I discuss these issues at my injection appointments?**

We commonly receive questions about whether they can ask Dr. Donovan questions when they come in for their steroid injections. There is not enough time during the injection appointment to discuss these more involved issues. Please book a follow up appointment to discuss medications and how the disease is responding. Generally for scarring alopecia, a follow up appointment is required every 4-6 months. These issues require at least 20 minutes and perhaps every 30 to review treatment, side effects, necessary blood tests. A fee of \$650 would apply for the follow up appointment. The injection appointment is a brief 5 minute appointment to perform injections. It's meant to make things convenient for patients so they can come in and out of the office quickly so that the appointments have limited impact on their day.



**For patients with scarring alopecia, a follow up appointment will be required after every second steroid injection appointment. In general, a follow-up" appointment rather than a "steroid injection" appointment will be the appropriate type of appointment for the patient if any of the following are correct:**

- a) it has been more than 6 months since the last "follow up" appointment or
- b) the patient has already had two previous injection appointments, or
- c) if there are issues to be discussed with Dr. Donovan other than the steroid injections.

**POLICY 7: Any formal letter that requires dictation and transcription is sent to the recipient within 3 weeks of the appointment.**

If you have requested a letter be sent to your physician, it will be sent within 3 weeks. We ask that you do not contact our office repeatedly about sending letters as this is our typical turn around. If you have a specific urgency, please bring it to the attention of our office. We prioritize letters according to such urgency – and only with Dr. Donovan's permission will be transcribe a letter on a more urgent basis.

**POLICY 8: PRP Treatment Appointments are 1 hour appointments and focused on obtaining and administering PRP.**

PRP appointments are 60 minute appointments and centred around the procedure. If a patient wishes to discuss other aspects of his or her treatment plan, a follow up appointment would be the appropriate appointment type to book.





## **COMMON EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 8.**

- A. I am doing PRP treatments in the office for my hair loss, but want to talk to Dr. Donovan about my blood test results or whether I should change my medications or supplements. Should I book a follow up or can I talk to Dr. Donovan during my next PRP session?**

Similar to injection appointments (discussed above), PRP appointments are focused on administration of the PRP treatment. Please contact our office first as it may be more appropriate to book a follow up appointment. Once it is determined that PRP treatments are helping, patients return every 4-8 months for treatments. The follow up appointment before each PRP treatment is assigned 5-10 minutes and is usually conducted by our office staff. They will ask about any changes to your health since your last appointment and any changes in medications. They will also enquire if you had any side effects with the last treatment. The purpose of the brief follow up before the PRP session actually starts is to determine if there are any changes to the patient's health or any other circumstances that might necessitate pausing treatment and booking a full 20-30 minute follow up appointment. If the patient wishes to discuss issues with Dr. Donovan other than the PRP (i.e. other oral or topical treatments, or blood tests or other issues unrelated to the PRP) a 20-30 minute follow up appointment should be booked as the 5-10 minute follow up with the staff would not be appropriate in this situation. Dr. Donovan's advice on these other issues is critical in this situation. Follow up appointment fees of \$ 650 apply in this situation and should be booked on a day separate from the PRP procedure day.

**POLICY 9: If you have questions about any aspects of your diagnosis or treatment, please raise them with our administrative team by phone or email. To protect your privacy, we can not accept questions sent to Dr. Donovan via any social media site.**

If you have any questions, please contact the office by email or phone. We receive many inquiries daily from patients. Any issues that require Dr. Donovan's input are reviewed at specific time through the day.

**If you have any questions at any time following your appointment, please direct them to our office.** Our email is [office@donovanmedical.com](mailto:office@donovanmedical.com) and our phone number is 604.283.1887. Our team members are extremely knowledgeable having worked closely with Dr. Donovan for several years. They will provide you with answers very quickly or obtain the answers from Dr.



Donovan. Our team is available by e-mail or phone most days of the week. All questions for Dr. Donovan must be directed by email or phone to our administrative team. We receiving an extremely large number of emails from patients on a daily basis and answers range from simple to extremely complex. If you have a question about something after your appointment, our policy in the office is that you **present this question by email or phone (or written mail) to the administrative team** who is trained to liaise with Dr. Donovan to have your question properly and quickly answered.

## **COMMON EXAMPLES AND QUESTIONS WE ARE ASKED ABOUT POLICY 9.**

**I am a patient of Dr. Donovan and follow him on one of his social media accounts (instagram, facebook, twitter). Can I send him a private message through his account to ask questions or do I have to contact the office?**

You must contact the office with specific questions that you have. Dr. Donovan takes your questions seriously and does not accept communication about any patient matter through social media. If you have a general questions and feel that asking the question through social medial would be interesting and helpful for everyone on the internet to learn about, by all means ask your question on social media public platforms. However, if it is a specific question that applies only to you, please contact our office by email or phone.

**I am a patient of Dr. Donovan and follow him on one of his social media accounts (instagram, facebook, twitter). I just want to ask him a question about my hair. It does not have to be private. I don't care if anyone else sees.**

You must contact the office with specific questions that you have. Dr. Donovan takes your questions seriously and does not accept communication about any specific patient matter through social media. If you have a general questions and feel that asking the question through social medial would be interesting and helpful for everyone on the internet to learn about, by all means ask your question on social media public platforms. However, if it is a specific question that applies only to you, please contact our office by email or phone.

A specific question would include : Would retinoids help my condition Dr. Donovan?

A general question would include: Dr. Donovan do retinoids help hair loss if a patient has LPP?

Dr. Donovan will not answer any specific question on social media if it risks breaching your privacy. Please contact our office if you have questions



**POLICY 10:** There are no fees for questions (posed to our office staff) you may have within the first 12 weeks following your appointment. If patients have questions after the 12 weeks but before the time that Dr. Donovan recommended to see the patient next, questions can be answered either in person (as a follow up appointment) or via phone (as a brief telephone call).

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. *We welcome your e-mails and phone calls to our team within the first 12 weeks of your appointment.* Our nurses and receptionists will liaise with Dr. Donovan to ensure your questions are promptly answered. Our teams have morning and afternoons meetings with Dr. Donovan to ensure that all questions from patients get answered.

***Please note that due to the changing nature of your hair loss and possibly your health, an appointment with Dr. Donovan would be required - either by phone or in person for ALL concerns that arise after 12 weeks.*** Phone consultations are billed at a rate of \$ 250 per phone appointment (within the first 3 months) and in person follow up consultations are \$ 650.

#### **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?**

No, simply contact the office and raise the question to our staff. There are no charges within the first 12 weeks. Our nurses or administration team will get back to your with answers.

**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 \$250 for each phone call appointment. There are no fees for any questions emailed or called into the office within the first 12 weeks. 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 dozens of questions from patients daily and are extremely efficient in getting everyone's questions answered within 24 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](mailto:office@donovanmedical.com). There are no fees for any questions emailed or called into the office within the first 12 weeks. 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 \$250 for each 20 minute phone call interval (provided the last appointment was within 3 months).

**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 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 \$650 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 you 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 10-15 minute telephone consultations (BTC) for discussion of a single issue with Dr. Donovan are billed at \$ 250 per call for the telephone call.** 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 \$ 650 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 4 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 \$250 would apply. Our receptionists will help you arrange an appointment. If it was less than 3 months, an appointment with Dr. Donovan would not be required and there would be no associated fees provided you email or call our office with your question. Our nurses or administrative team would get back to you with an answer once they have spoken with Dr. Donovan.
- G.** Suppose you would like to get your hair dyed and it has been 4 months since your appointment. You want to know if it's safe or 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 since it's been more than 12 weeks. Our receptionists will help you arrange an appointment. The fee is \$250.



- 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. You simply need to phone or email our team and they will liaise with Dr. Donovan to provide you with the answer. Our office will provide you with an answer by email. An appointment is not required and there is no fee for Dr. Donovan's advice. Our nurses or administrative team would get back to you with an answer once they have spoken with Dr. Donovan. If you need to speak to Dr Donovan directly, there is a fee of \$250.
- 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 this with Dr. Donovan. Our team will help you arrange an appointment. The fee is \$250 and payment is due before the call.
- 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 to do. In this case, please contact us so that we may figure out how best to help you. 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 administrative team would get back to you to advise you of the next step.
- 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 \$ 650 would apply as this is the fee for all routine follow up appointments with Dr. Donovan.
- L. Brief telephone calls are only possible in the first three months of the appointment.



## **POLICY 11: If you wish to change your treatment plan, a follow up appointment is needed.**

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 only possible in the first three months of a previous appointment and the fee is \$250.

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.

## **POLICY 12. We require 48 hours’ notice for all cancellations and changes to your appointment.**

**If you need to cancel any of your appointments, please let us know as soon as you can.** At minimum, we require a minimum of 48 hours notice. We have many patients who really would like an appointment, and we only have a limited number of spots. Please contact our office at [office@donovanmedical.com](mailto:office@donovanmedical.com) if you need to cancel an appointment or leave a message with our team at 604.283.1887. The details of our cancellation policy is found below.





## OUR CANCELLATION POLICY

We do not charge a fee for most cancelled or missed appointments. We understand that appointments can escape one's mind, colds and 'flus' can happen overnight, one's kids can get sick, flat tires occur en route to the appointment and other pressing issues arise which take presence over attending an appointment.

Please note that we understand these issues very well, but that is not to say we don't have a cancellation policy. We do, and it's a strict one. We have a policy that respects both Dr. Donovan (who will have taken the time to review your file, photos, blood tests, referral notes and other details well ahead of your appointment) and respects other patients (who may urgently need an appointment but can not be seen any earlier because our clinic appointment slots are full).

***We consider it extremely disrespectful and discourteous to miss or skip an appointment without advising our office.*** If you give us time we can fill an appointment spot for another patient who really needs an appointment, and who has probably has contacted our office dozens and dozens of times. If you don't give us enough time, the appointment spot goes unfilled and you keep other patients waiting for their appointment and worrying about their hair. For us, this is not acceptable.

### Our Cancellation Policy is as follows:

1. If you know you can't attend an appointment, let us know as soon as possible. If you know in April that you won't be able to attend your June appointment, contact us in April.
2. If you can't attend your appointment and it's set to occur **with less than 48 hours**, call or email our office right away and let us know that you can't attend the appointment. We will NOT be able to give you a new appointment time right away over the phone or by email, but we will review with Dr. Donovan as to the urgency of your appointment. Please note that it will likely be **AT LEAST** 3 to 4 months before we can offer you a new appointment time. In most situations, it is unlikely that we will be able to fit you into a clinic spot next week or next month.
3. There is no fee for your first cancelled or missed appointment.
4. If you miss or cancel a second or third appointment within the first 12 months with less than 48 hours' notice, there will be a fee of \$ 500 for that missed appointment. You will be required to submit payment to the office **before** another appointment time will be opened for you.





5. If you cancel or miss an appointment again 1-2 years down the road with less than 48 hours' notice, there is again no fee. However, every additional missed appointment thereafter will be billed at \$ 500 per missed or cancelled appointment with less than 48 hours' notice.
6. The main exception to our cancellation policy pertains to **PRP (platelet rich plasma) procedures**. There is a strict cancellation fee of \$ 300 for all PRP procedures that are cancelled with less than 1 week notice. Please take the time to carefully review your schedule before booking your PRP date. At the time of booking, your PRP appointment 60 minute time spot is reserved only for you. We continue our strict policy do not double book patients in the clinic.

### **POLICY 13. OUR POLICY WHEN WE CANCEL YOUR APPOINTMENT**

**We do not cancel appointments very often. However, please take the time to read our policy if we do need to cancel your appointment.** If you have an appointment booked 6 or more months down the road, there is a very very small chance it could be changed. Please take this into account when booking flights and accommodations. Dr. Donovan's teaching and lecturing responsibilities are generally finalized 6 months in advance. If we have tentatively scheduled your follow up appointment more than 6 months from now, please note that there is a small possibility your appointment will be changed. Our office will do everything possible to NOT change our patient's appointments.

***It is extremely unlikely (extremely unlikely) that we will need to change any appointment within 3 months.*** However, our office does have a formal policy on what we would do in case something happened to the office (for example a fire or flood) or Dr. Donovan was to get ill or there was an illness in his family which required him to cancel a clinic (and your appointment). We have felt it is important to have this policy in place because we do have patients who travel to see us from all over the world.

### **CANCELLATION POLICY WHEN DR. DONOVAN CANCELS A CLINIC**

- a. In the **extremely rare** event we need to cancel your appointment and we are **unable** to give you **MORE THAN 72 HOURS NOTICE**, we will reschedule your appointment to a future date either in person or by skype/phone. There will be no charges for your future appointment with Dr. Donovan (whether you choose to have it in person or by phone).



We are not able to provide refunds on flights or hotel accommodations or time missed from work. We again emphasize that canceling or changing appointments is not something that happens often especially within a 3 month window. However, if Dr. Donovan needs to attend an emergency (either personal emergency or family emergency) and we advise you with less than 72 hours' notice, we will reschedule your appointment to a future date and there will be no charges for that appointment.

- b. In the **extremely rare** event we need to cancel your appointment and we are **able** to provide you with more than 72 hours' notice, we will reschedule your appointment to a future date either in person or by skype/phone. However, the normal fee for the appointment would apply in this situation. We are not able to provide refunds on flights or hotel accommodations or time missed from work.
- c. In the **extremely rare** event we need to cancel your appointment due to a disaster type situation (extreme weather storm, fire, security issue in the area), and we are unable to provide you with more than 72 hours' notice we will reschedule your appointment to a future date either in person or by skype/phone. However, the normal fee for the appointment would apply in this situation. We are not able to provide refunds on flights or hotel accommodations or time missed from work.



**POLICY 14: Our Policy for Late Patients. If you arrive to the office more than 20 minutes late, we will guarantee that you will be seen before the end of the day by 9 pm. If you arrive more than 90 minutes late, we may need to reschedule.**

**Please do your best to be on time.** We try to run a relaxed practice. However, we do watch the clock a lot. We have patients flying in and out of Vancouver and we work very hard to run on time to allow patients to plan their own day smoothly. Because we only book a limited number of appointments every day, a 30-40 minute delay throws things off.

If we are running behind, and your appointment is next, we will ensure that your appointment and time with Dr. Donovan is not compromised. For example, if your appointment is at 11:00 am and Dr. Donovan is not able to meet with you until 11:30, you can be assured that you will have a similar length and quality of the appointment as if your appointment was at 11:00 am.

Similarly, if you are late to the appointment, we will do our very best to ensure that you are seen but it could be a few hours before you are seen. For example, if your appointment is at 2:00 pm and you arrive at 3:00 pm, Dr. Donovan will see the 3 pm and 3:30 pm and 4 pm patient ahead of you. **However, patients arriving more than 20 minutes late will be guaranteed to be seen before the end of the day by 9 pm provided they show up in the office within 20 minutes - 90 minutes of their scheduled appointment. Late patients are typically seen between 4 pm and 9 pm and strictly according to our clinic booking).** If you arrive more than 90 minutes late, we may be unable to see you that day and may need to reschedule.



## **POLICY 15: Under no circumstance do we see patients for ‘drop ins.’**

Our schedule on any given day is packed and we do not have openings. To protect the privacy of other patients, we do not allow patients into the office any sooner than 1 hour prior to their appointment. We do not permit patients to ‘drop in’ to see if Dr. Donovan can speak to them. Meetings and appointment in the clinic with Dr. Donovan are strictly by appointment only. This is an extremely strict policy and we ask that all patients respect this policy.

## **POLICY 16. Dr. Donovan’s recommendations on when you should be seen again for a follow up appointment must be respected to ensure safety.**

If your hair loss is stable, this might be every 9 months or every 18 months or Dr. Donovan might not recommend any further follow up at all. For those patients with rapidly progressive hair loss, follow up appointment might be recommended every 3-4 months. Your safety is important to us and we have many different types of patients in our practice at the Donovan Clinic. Some are short term patients, coming to see us just for a second opinion on their diagnosis or treatment. Others are long term patients seeing us at various intervals during the year.

**It is very important that all patients respect the follow up interval that Dr. Donovan advises.**

For example, suppose a patient is on an immunosuppressive medication that requires follow up every 4 months. Dr. Donovan requires that patient be seen every 4 months to ensure that the patient is not having side effects and to evaluate whether the medication can be stopped. Dr. Donovan always pledges to have the fewest number of appointments for each patient. However, a patient who is not able to attend appointments at the required interval will be asked to see their general physician for referral to another dermatologist. There could be extremely serious consequences if a patient decides not to attend appointments on the requested basis. This is taken very seriously.

**For patients who are continuing in the practice as long term patients, this follow up intervals must be respected for all patients on oral immunosuppressive medications.**



## FOLLOW UP INTERVALS FOR SCARRING ALOPECIA

	Steroid Injection appointments	Follow up appointments
<b>Active progressive Scarring Alopecia</b> <ul style="list-style-type: none"> <li>Reduced hair density over a 3-6 month monitoring interval</li> <li>Symptomatic (itching, burning pain)</li> <li>Clinical signs of active disease</li> </ul>	Every 2-3 months (optional)	4 to 6 months
<b>Mildly Active Scarring Alopecia</b> <ul style="list-style-type: none"> <li>Reduced density over 6-12 month monitoring interval but not 3-6 months</li> <li>Mildly or not symptomatic (itching, burning pain)</li> <li>Clinical signs of active disease</li> </ul>	Every 3 months (optional)	6 months
<b>Stable and Controlled Scarring Alopecia</b> <ul style="list-style-type: none"> <li>No reduced density over 12 month monitoring interval</li> <li>No scalp symptoms or only mild degree of symptoms</li> <li>Mild to no clinical signs of activity</li> <li>Currently on medications</li> </ul>	Usually not needed	12 months
<b>Inactive Scarring Alopecia</b> <ul style="list-style-type: none"> <li>No ongoing hair loss over 1-2 year</li> </ul>	Not needed	2 to 3 years (or not at all)

## FOLLOW UP INTERVALS FOR ANDROGENETIC ALOPECIA AND SHEDDING ISSUES

	Follow up Interval
<b>Progressive Androgenetic Alopecia</b> <ul style="list-style-type: none"> <li>The patient is experiencing ongoing loss despite treatment.</li> </ul>	Every 9 - 12 months
<b>Stable Androgenetic Alopecia</b> <ul style="list-style-type: none"> <li>The patient's hair loss is relatively stable on treatment</li> </ul>	Every 12 - 24 months
<b>Telogen Effluvium</b>	Variable; some patients with resolving telogen effluvium are seen only once
<b>Chronic Telogen Effluvium</b>	Generally, every 9-15 months depending on treatment chosen. Some patients with chronic telogen effluvium are seen only once
<b>Trichotillomania, Scalp Dysesthesias and Other Causes</b>	Variable; Generally every 9-12 months. Patients with bacterial or fungal infections are generally seen until issue resolves.



## FOLLOW UP INTERVALS FOR ALOPECIA AREATA

	<b>Steroid Injection appointments</b>	<b>30 minute Follow up appointments</b>
<b>Limited Alopecia Areata</b> <ul style="list-style-type: none"> <li>1-4 patches of hair loss</li> <li>Less than ½ the scalp involved</li> <li>and/or eyebrows</li> </ul>	Every 2-3 months  (optional according to patient request for injections)	12 months
<b>Limited but Progressive Alopecia</b> <ul style="list-style-type: none"> <li>Similar to above but worsening hair loss over time (more hair loss month to month)</li> </ul>	Every 1-3 months  (optional according to patient request for injections)	4-6 months
<b>DPCP or Anthralin Immunotherapy</b> <ul style="list-style-type: none"> <li>Patients using DPCP or Anthralin at home (ie home-based therapy)</li> </ul>	Usually not needed	6 months
<b>Oral Immunosuppressive Therapy</b> <ul style="list-style-type: none"> <li>Patients using oral immunosuppressive agents such as Prednisone, Methotrexate, Tofacitinib, Sulfasalazine</li> </ul>	2-3 months (may or may not be needed while on immunosuppressive medications)	4-6 months
<b>Inactive &amp; Regrown Alopecia Areata</b> <ul style="list-style-type: none"> <li>No hair loss`</li> </ul>	Not needed	Not needed



**POLICY 17. Prescriptions are not valid indefinitely. They are valid until the next follow up appointment. If you wish a prescription to be renewed by Dr. Donovan you will need to see him in follow up at defined intervals.**

Prescriptions are valid for varying lengths of times. If you are prescribed a 'new' immunosuppressant medication, Dr. Donovan will need to see you every 4-6 months to know that the medication is safe and that it is working. In this case, your prescription will be valid for about 4-6 months. You will need to see Dr. Donovan if you wish the medication to be renewed by him.

If you have been on the immunosuppressant medication for many months and your blood tests are normal and you are not having any side effects, Dr. Donovan will likely renew the medication for a much longer period of time (i.e. 6-12 months and maybe even longer). However, once that interval expires, you will need to see Dr. Donovan again for follow up if you wish the medication to be renewed. This is to ensure your safety.

For other medications which act over a longer period of time, such as finasteride, spironolactone or minoxidil, prescriptions are valid for 9-15 months depending on the patient and how their condition is responding to treatment. If the hair loss is responding well and there are no side effects recorded at the time of the second appointment, a longer prescription renewal may be given (possibly up to 24 months). If a patient wishes the prescription to be renewed after that point by Dr. Donovan they will need to book a follow up appointment to review. Dr. Donovan will not renew the prescription without a follow up appointment.



## PRESCRIPTION RENEWAL POLICY FOR HORMONE BLOCKING MEDICATIONS

Name of Medication	How many times has patient seen Dr. Donovan?	How Stable is Patient's Hair Loss (Worsening or Improving)?	How long will prescription last before a follow up appointment is needed?	Comment on Prescription Renewals
1. Finasteride (topical or oral) 2. Spironolactone 3. Dutasteride 4. Cyproterone acetate 5. Birth Control Pills, 6. Minoxidil (topical)	Just One  (i.e. patient has only had one visit )	Safety and effectiveness of treatment <b>can not</b> be determined because patient has only been seen once and not re-evaluated	12 months	Refills are <b>NOT</b> permitted without a follow up appointment at the 12 month mark  A physician <b>MUST</b> ensure the safety and effectiveness of these medications before refilling
1. Finasteride, 2. Spironolactone, 3. Dutasteride 4. Cyproterone acetate 5. Birth Control Pills	Patient has had <b>more than 1</b> visit	Hair is stable (or improved) and minimal to no side effects noted	12-24 months  (determined by Dr. Donovan)	Patients may be required to completed a questionnaire before refills are given Refills are <b>NOT</b> beyond 24 months without a follow up appointment





## PRESCRIPTION RENEWAL POLICY FOR TOPICAL IMMUNOSUPPRESSANTS

Name of Medication	How many times has patient seen Dr. Donovan?	How Stable is Patient's Hair Loss (Worsening or Improving)?	How long will prescription last before a follow up appointment is needed with Dr. Donovan?	Comment on Prescription Renewals
1. Topical steroids  2. Topical calcineurin inhibitors (Elidel, Protopic)	Just One  (i.e. patient has only had one visit )	Safety and effectiveness of treatment <b>can not</b> be determined because patient has only been seen once and not re-evaluated	4-8 months (determined by Dr. Donovan)	Refills are <b>NOT</b> permitted without a follow up appointment at the 4-8 month mark  A physician <b>MUST</b> ensure the safety and effectiveness of these medications before renewing prescription



## PRESCRIPTION RENEWAL POLICY FOR ORAL IMMUNOSUPPRESSANTS

Medication	How many times has patient seen Dr. Donovan?	How Stable is Patient's Hair Loss (Worsening or Improving)?	How long will prescription last before a follow up appointment is needed with Dr. Donovan?	Comment on Prescription Renewals
Doxycycline, Hydroxychloroquine, (Plaquenil), Methotrexate, Mycophenolate (CellCept), Cyclosporine, Tofacitinib, Naltrexone	Just One  (i.e. patient has only had one visit )	Safety and effectiveness of treatment <b>can not</b> be determined because patient has only been seen once and not re-evaluated	4-6 months	Refills are not permitted without a follow up appointment at the 4-6 month mark  Dr. Donovan must ensure the safety and effectiveness of these medications before renewing prescription.
Doxycycline, Hydroxychloroquine, (Plaquenil), Methotrexate, Mycophenolate (CellCept), Cyclosporine, Tofacitinib, Naltrexone	More than 1	Stable or fairly stable	6-12 months	Refills are not permitted without a follow up appointment at the 12 month mark  A physician <b>MUST</b> ensure the safety and effectiveness of these medications before renewing prescription



## PRESCRIPTION RENEWAL POLICY FOR TOPICAL IMMUNE MODULATORS FOR ALOPECIA AREATA

Name of Medication	How many times has patient seen Dr. Donovan?	How Stable is Patient's Hair Loss (Worsening or Improving)?	How long will prescription last before a follow up appointment is needed with Dr. Donovan?	Comment on Prescription Renewals
DPCP  Anthralin	Just One  (i.e. patient has only had one visit )	Safety and effectiveness of treatment <b>can not</b> be determined because patient has only been seen once and not re-evaluated	6 months	Refills are not permitted without a follow up appointment at the 6 month mark  Dr. Donovan must ensure the safety and effectiveness of these medications before renewing prescription.
DPCP  Anthralin	More than 1	Improving  (ie. DPCP or Anthralin is working)	12-18 months	Refills are not permitted without a follow up appointment at the 12-18 month mark  A physician <b>MUST</b> ensure the safety and effectiveness of these medications before renewing prescription



**POLICY 18. Payment is due at the time of the appointment, service or product exchange.**

We ask current and prospective patients to note that payment for consultations, PRP and all products is due at the time of receipt of any given product or service. The clinic charges interest at a rate of 17 % monthly for outstanding balances. Please note that we do not book follow up appointments, write letters or release any communications or results to either the patient or other physicians if a patient has an unpaid balance. For patients with one or more late balances, payment for future services or consultations will be required prior to receipt of any service or consultation.

**POLICY 19. If a patient is seeking reimbursement by any type of insurance, this should be confirmed prior to making an appointment with Dr. Donovan.**

Our office is a private office and Dr. Donovan does not participate in MSP or participate in reciprocal billing with other provinces. We encourage all patients who are interested in getting part or all of their visit fees covered by any type of insurance to look into this and receive confirmation PRIOR to their appointment with Dr. Donovan.

We will provide a receipt for the visit which can be send to insurers. Although a few “third party” private insurance companies (i.e. through one’s employment) will sometimes cover a portion of the visit fees, most provincial insurance plans in Canada (i.e. OHIP in Ontario and Alberta Health) will **not** reimburse for this visit. Be sure to contact your respective insurers well in advance of your appointment with Dr. Donovan about these issues.

*Although we will support you in any way that we reasonably can, we are not responsible for any denials of claims for reimbursement. Please contact insurance companies before confirming your first appointment.*



## **POLICY 20. Our fees are found in [donovanmedical.com/fees](http://donovanmedical.com/fees)**

Our fees are found on the website at the address above and are subject to slight increases yearly to account of changes in fees with other providers, inflation and other fee changes deemed necessary.

If a lab or distributor charges us more for supplies or interpretation (ie biopsies) these fee changes may be reflected in a change in fees in the clinic. Patients should expect minor changes over time.

## **POLICY 21. Policy on verbal abuse**

Our staff is highly trained to deal with patients from around the world who come to us feeling all types of emotions. We understand some patients are feeling highly stressed. We understand that this type of emotion may cause some to lose their temper or feel overwhelmed. However, we do not tolerate or accept verbal abuse including shouting, yelling, swearing. If you have an issue with any particular aspect of our practice, please raise it with us.

We seek to create a clinic environment that is safe and respectful for both our current patients and employees.

## **FINAL COMMENT ON OUR POLICIES**

These policies have been put in place following many years of running a busy hair loss practice. Our practice is unique in that we deal with complex hair loss situations from patients from all over the world who require appointments that run on time. Our policies are designed to help us operate a practice based on respect, fairness, trust and confidentiality and to help avoid misunderstandings and avoid confusion. In general, the fee structure of the clinic reflects a general principle that a fee is administered any time Dr Donovan's advice is sought.

We seek to operate a calm, understanding and considerate office. We see some of the most complex hair conditions. All of our patients and their families are very important to us. We understand your concerns, frustrations and seek to help. We do not tolerate communication either written or verbal in our office that is rude, vulgar, or places any staff member or patient in a situation where they feel threatened.

Thank you for the trust you place in us and the privilege of helping you. Welcome to our Clinic.

