



## What you can expect at your child's appointments.

As a parent or legal guardian, you must accompany your child to all appointments with his or her psychiatric provider.

There are two types of appointments for medication consultation:

- Initial 50-minute psychiatric/medication consultations.

- Follow-up appointments (15 to 25 minutes) with your child's medication provider.

A nurse may also obtain vital signs and review additional information during the above appointments.

When checking-in, please bring your insurance information with you. Also be sure to notify our front desk staff of any changes in your address, phone number, insurance coverage or if your child's pediatrician has changed.

## Scheduling or canceling appointments.

Please schedule your next appointment when you check out or call us as soon as possible to request a follow-up appointment.

To cancel an appointment, please give at least 24 hours notice.

If there is a pattern of missed appointments or late cancellations, we may need to discharge your child from our care.

Families are expected to attend at least three out of every four scheduled appointments.

## Refilling your child's medications.

Prescriptions will be provided at the time of your child's appointments. If you need to cancel an appointment, please schedule a new one before you call for refills. You will be given enough medication to last until your child can come in for an appointment.

Please allow three business days for all refills to be completed.

No prescriptions will be refilled on Saturdays, Sundays or holidays, so please plan ahead.

You may also use your child's MyChart account or ask your pharmacy to request a refill from us prior to your child's next appointment.

If you need to call us for a refill, please have the following information available:

- Your name and phone number

- Your child's name and date of birth

- Medication name, dose and how often the medication is taken (please check the bottle)

- Your pharmacy name and phone number

## Medication forms that need to be completed.

Should you require us to complete medication forms for your child's school, camp or other health providers, please call our office, drop off/fax forms to be completed at our Science Parkway or East River Road office (see back for details). Please allow one week for forms to be completed.



## Concerns about your child's medications.

For non-urgent concerns, please call our office and schedule an appointment. If you have an urgent medication question during clinic hours, please call (585) 279-7800. For emergencies outside of clinic hours, please call the Crisis Call Line at (585) 275-8686.

In the event of a medical emergency (such as chest pain, disorientation, loss of consciousness, etc.), please call 911 or go to the Emergency Department. Also, contact your child's pediatrician.

## Use of prescription mail order services.

Our Pediatric Psychiatric/Medication Consultation Service is able to send prescriptions to mail order companies, as health insurance companies allow.

In addition to the information usually requested, you will need to provide your health insurance Subscriber Name and ID Number and your current mailing address to the service. A mail order services may take up to two weeks to deliver medications.