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Clinic Policies & General Information.

Please take the time to read this document.

INTRODUCTION

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 team. Should you have any questions or comments, please let us know.

1. **We're all here to help.** Every member of the Donovan Hair Clinic team understands the thinking, decision-making, worries and emotions that go into making an appointment. We understand hair loss, and we're here to help.
2. **We are a private clinic.** For Canadian residents, this simply means that any blood tests or biopsies that Dr. Donovan orders or any referrals to another physician that Dr. Donovan makes are not covered under the BC Health Plan the same way they would be if your own physician were to order them.
3. **Follow up appointment fees are the same as the initial appointment - \$ 650 + taxes.** The one exception of appointments for steroid injections by our nurses which are \$ 200 per visit. Steroid injections are for patients with alopecia areata or scarring alopecia.
4. **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 to avoid the full appointment fee. We have many patients who really would like an appointment, and we only have a limited number of spots. Please contact our office at vancouveroffice@donovanmedical.com if you need to cancel an appointment or leave a message with our team at 604.283.9299 (extension 1).



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5. **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.
6. **If you have any questions at any time following your appointment, please direct them to our office.** Our email is vancouveroffice@donovanmedical.com and our phone number is 604.283.9299 (extension 1). 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 Tuesday, Wednesday and Thursday from 7 am to 2 pm and Fridays from 7 am to 1 pm.

A NOTE ON QUESTIONS AFTER YOUR APPOINTMENT – PLEASE READ

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

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 after 12 weeks.***

- a. **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.



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- b. **Brief 10-15 minute telephone consultations (BTC) for discussion of a single issue with Dr. Donovan are billed at \$ 150 for the telephone call.** These brief telephone consultations are available between month 3 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. We will submit an invoice after the consultation which can be paid online or through our receptionists. In person consultations in the office are billed at \$ 650 for all follow up appointments.

HERE ARE SOME COMMON EXAMPLES. Please take the time to review.

- A. 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 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.
- B. 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.
- C. 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. An appointment is not required and there is no fee for Dr. Donovan's advice.
- D. 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.



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ADDITIONAL EXAMPLES.

- E. 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. 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.
- F. 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.

7. **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 an 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. **If you arrive more than 90 minutes late, we may be unable to see you that day and may need to reschedule.**



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8. **We book follow ups based on when Dr. Donovan believes you should be seen again.** 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 a 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.**

9. **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.
10. **We welcome your comments!** Our clinic has evolved and continues to evolve to better meet the needs of patients with hair loss. Our clinic is extremely unique. Our goal is to provide outstanding care and advice to individuals with hair loss. Please let us know if you feel we met your expectations and any comments you might have by **completing an anonymous questionnaire at www.donovanmedical.com/comments**

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

Yours truly,

Dr. Donovan

