

DONOVAN HAIR CLINIC

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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 extended team of employees at the Donovan Hair Clinic. All patients of the office are required to adhere to the office policies. Our employees too 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.

1. **We're all here to help.** We understand hair loss, and we're here to help. First and foremost, ask us if you have questions.
2. **We are a private clinic. There are fees for any consultation and service** offered by Dr. Donovan. You may wish to review our website www.donovanmedical.com/fees to review specific fees. For Canadian residents, the fact that we are a private clinic means that ANY blood tests, biopsies or swabs 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 a Canadian physician were to order them.
3. **Follow up appointment fees are \$ 650 + taxes.** Every follow-up appointment has an associated fee. The one exception is the 5-10 minute appointment for steroid injections by our nurses which are \$ 200 per visit. 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 can not all be covered during the 5 minute injections appointment. Please note that appointment follow up fees apply in our clinic 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 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 fees apply to each patient. Fees are for Dr. Donovan's professional advice, not outcomes.



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COMMON EXAMPLES AND QUESTIONS WE ARE ASKED.

- 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. Donvoan 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.

- 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.



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COMMON EXAMPLES AND QUESTIONS WE ARE ASKED... (continued)

- C. 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' 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.

- D. 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. 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.



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- E. I have been on a medication for 3 months and don't think it's working. In fact, it's making it worse. My appointment is not for 6 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. 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.

- F. 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 and if you wish a private response rather than a public response, please contact our office by email or phone.

- 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).
- 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.



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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. 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.

FURHTER NOTE ON ASKING 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 liase 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.***



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I had an appointment with Dr. Donovan last week and I have a question. I want to speak to Dr. Donovan. Can I set up an appointment to speak with him again by phone today or tomorrow?

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. 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. Please understand that this is true. We appreciate your understanding of this strict policy on how we deal with questions from patients. If you have a question for Dr. Donovan, please direct it to our team by phone at 604. 283.9299 or email at vancouveroffice@donovanmedical.com. If for some reason, you wish to have a 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 \$150 for each 10-15 minute phone call whereas there are no fees for any questions emailed or called into the office within the first 12 weeks. We're here to answer all your questions before and immediately after your appointment.

- 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. For example, if you were advised to return in 4 months and you are having issues at month 9, there is a fee 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



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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.

- b. **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.
- c. **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.

- 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 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.
- 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 of not as you don’t want to jeopardize your success by getting your hair dyed if you weren’t supposed to. You would require a brief telephone consultation (BTC) to review this with Dr. Donovan since it’s been more than 12 weeks. Our receptionists will help you arrange an appointment.



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

ADDITIONAL EXAMPLES.

- 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.
- 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.

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. **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.



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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

