



## Dear Patient's Parent or Family Member,

Caring for a child or adolescent with psychiatric issues can be challenging. Naturally, you want to see your child's behavior improve right away. The fact is, proper treatment takes time. To find stability at home, at school and in the community, most children need a complete, ongoing treatment plan. This may involve therapy, testing and medication.

### Office Policies

#### **The First Appointment**

- We ask that all patients complete a genetic test, specific to the use of psychiatric medication, before their first appointment. The test is typically covered by both insurance and the Missouri Medicaid program. This important information will help your child's psychiatrist minimize the number and dose of medications needed and to modify or stop them when appropriate. The test is a cheek swab performed in our office, so no needles!
- Please arrive 15 minutes before the actual start time to meet with our staff and share important information about your child.
- Bring a list of your child's medications and any questions you have for the doctor.

#### **Office Visits**

- At least one parent or legal guardian must come with the child to each appointment.
- We have limited time for each appointment, but when needed for emergencies, we do try to make extra time. Please be patient with us if we're running late; if your child is the one who needs a little extra time, please know we'll extend you the same courtesy.
- It's our policy to confirm your child's appointment in advance. You'll get an automated phone call two days before your appointment as a reminder. Please call us within 48 of your appointment to let us know that you will be coming. Our phones are answered 24 hours a day through our Mercy answering service. If we have not heard from you, we will try to contact you. If we cannot reach you or if we don't have your correct phone number, your appointment may be given to another patient.
- Please cancel appointments 24 hours in advance so another child and their family can use the time. If you miss an appointment or cancel less than 24 hours in advance, you'll receive a letter reminding you of our office policy. Unfortunately, if you late-cancel or miss two appointments within a year, we will need to refer you to another provider outside of our clinic.



## Medication

- **When medications are prescribed:** please follow all directions. If you feel something needs to be changed, please check first with our office either by phone or MyMercy messaging.
- **Insurance coverage:** Many recommended medications are used “off- label”, which means the medications have been studied in adults, but not in children. If your insurance plan requests a prior authorization on any medication, we’ll do our best to help you get the recommended medication covered. However, each insurance plan varies, and once the information is submitted, the processing time is controlled by your insurance carrier.
- **Refills:** When requesting a refill from your pharmacy, please allow a minimum of 3 days for the refill, not including weekends.  
Controlled substances: These prescriptions should be requested 7 days in advance and must be picked up from the clinic. We do not process these prescriptions on Fridays as there are no physicians in the office on Friday afternoons.
- **STAMP CLUB refills by mail:** Patients taking stimulant medications can drop-off 12 first class stamps per year. When prescription refills are needed each month, we can mail them to you. Make sure your mailing address is up-to-date when you request your first refill by mail. When you call for a refill, just let us know that you’re in the “STAMP CLUB” and we’ll drop the script in the mail.

## Therapy

Effective treatment involves a team of professionals. If we recommend counseling for your child, it will be required in order to continue receiving care in our office. We understand that families are busy and that job requirements are often overwhelming. However, we cannot rely on medications alone to fix complex problems. If you are having trouble locating a counselor or if other reasons prevent you from following the recommended treatment plan, please ask us for help.

Our goal is to provide you with both excellent care and service. Let us know if there is something we can do better to serve you and your family. If you receive a survey, please take the time to complete it. It’s the best way to let us know what we’re doing well, and in which areas we need to improve. Thank you for trusting us with your child’s care.

Sincerely,

*Dr. John, Dr. Tan, Dr. Weeston and office staff*

## Mercy Clinic Child and Adolescent Psychiatry

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