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## Treatment Guidelines and Communication Methods

It is important to understand that your provider serves many individuals and families in many different capacities. They must try to allot enough time for each patient/family and must have scheduled appointment times. The following guidelines are in place to facilitate safe and effective treatment and communication between patient, parents/guardians, and the provider.

1. **Emergencies:** If an emergency arises between appointments, please call mobile crisis at (833)773-2445, 911, or go to your nearest emergency room. Notify the provider as soon as possible.
2. **Scheduled appointments:** You **MUST** keep scheduled appointments and arrive on-time. This will help ensure that you/your child does not run out of medication. If you are going to be late for an appointment, **please send a message in the patient portal**. If you miss more than **10 minutes** of your appointment or are **more than 20 minutes late** for an initial appointment, the appointment will be rescheduled, and the no-show/cancellation policy will apply.

We require that only parents/guardians and the child attend the appointment to focus on his/her needs unless other arrangements are made **in advance** of the appointment. This includes siblings unless arrangements have been made in advance.

3. **Missed appointments:** We acknowledge that occasionally an appointment cannot be made due to an emergency. If you cannot make a scheduled appointment, we require parents/guardians/adults to call the office **24 hours** in advance. If the office is called less than 24 hours in advance it will be considered a **“no-show”** and will be marked as such in the patient’s chart. By providing 24-hours or more notice the practice can fill the canceled appointment with another potential patient.
4. **Routine questions:** Keep a list of questions that arise between appointments. An appointment is the scheduled time to evaluate your child’s current level of functioning, monitor and assess efficacy and side effects of any medications your child may be prescribed and to discuss any questions or concerns, such as educational or community-based

programs, referrals for testing, etc.

5. **Urgent questions/concerns or emergencies:** If an urgent question arises in-between appointments, please send the provider a message according to the practice's preferred communication method document.

Concerns that cannot wait until your next scheduled appointment include:

- Unanticipated side effects of medications. Sudden decompensation in the patient's behaviors would be considered an emergency. If you are unsure if your child may be experiencing side effects, please contact the office.
- Reporting behaviors which are consistent with the symptoms that we are trying to address with medication are not urgent unless they have significantly worsened with a new medication that has been started or with a change in dosage.
- Potential side effects/adverse reactions are reviewed prior to the prescribing of any medication as well as follow-up appointments. However, it is also the responsibility of the parent/guardian to ask questions if they do not understand any of what has been discussed about possible side effects or adverse reactions.

6. **Requests for documentation:** Requests for letters or completion of any other paperwork should be discussed during appointments. Some requests for documentation may be charged a fee. Please inquire when the request is made.
7. **Medication adherence:** Once medication treatment is initiated it is expected that the patient/parent/guardian will take the medication as prescribed. Changes in the dose or schedule must be approved by the provider prior to such changes go into effect. Exceptions to this requirement would be in situations such as severe adverse reactions when initiating a new medication. If there is a question as to whether a medication can be stopped, the provider must be consulted. If a parent/guardian/patient alters the way in which a medication is administered, the patient may be discharged from the provider's care and referred out to the community.
8. **Medication refills:** If your child takes medication, keeping regularly scheduled appointments will help prevent him/her from running out of medication. However, it is understood that unforeseen circumstances may arise, and your child may need a refill prior to his/her scheduled appointment.

If your child needs a refill for prescribed medication, please complete the refill request form on the practice website at least 1 week before your child will be out of medication: <https://www.amourdesoibhs.org/>. There is a round gray button in the top left-hand corner of the practice homepage. The direct link to this page is as follows: <https://www.amourdesoibhs.org/refill-request>. In most cases a prescription refill request will be authorized for only enough medication to continue taking as ordered until the next scheduled appointment.

9. **Co-parenting:** In the case of co-parenting from two separate households, the provider will communicate with the primary custodial parent. It is the responsibility of the parents to

communicate effectively for the benefit of the patient and his/her care. It is recommended that both parents participate in treatment by attending scheduled appointments. Due to time constraints, the provider will not return separate phone calls with the same information and will also not make phone calls to update a parent who was not in attendance during the appointment.

10. **Patients under the age of 18:** All patients under the age of 18 years **MUST** be accompanied by a parent or guardian. Telehealth appointments also require a parent or guardian to be present in the house and be available at the end of the appointment to discuss any changes to medication and to make follow-up appointments. Exceptions may be made on a case-by-case basis or for therapy-only appointments.
11. **Telehealth appointments:** All telehealth appointments must be conducted in a safe, quiet environment. The patient's privacy must be ensured until a parent/guardian is invited to join the session. If an appointment occurs in an automobile, the automobile must be parked and in a location that supports a good cellular or wireless connection. If the connection is poor, the appointment may be canceled by the provider and will be treated as a no-show appointment.

**For all Telehealth appointments please use the following link:  
<https://doxy.me/RGF>**

Your signature below indicates that you have read and understand the above guidelines.

I agree that I have been given the opportunity to ask questions for clarification regarding anything that I may not understand fully.

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Patient/Parent/Guardian Signature

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Date