

WHAT DO I NEED TO KNOW ABOUT ?

SERVICES NOW THROUGH CLOSING DATE:

Our last date to see patients in the office is 9-22-17. We will honor all existing appointments -- but there is limited recheck time available. If you want to see us more than once before closing, perhaps to assure a full medication supply, we will try to accommodate you. When appointment slots are gone, they are gone. Make any needed appointments now and keep them! Between now and closing, we will not be able to provide any telephone treatment not normally provided by phone.

We will not accept requests for special letters or forms after 7-31-17. We cannot complete preauthorization forms for medications after 9-29-17. Dr. Bailey will not provide any medical care or advice after the office physically closes on 9-29-17.

FOLLOW-UP CARE:

Work quickly to establish yourself with another physician able to deal with the problems for which you have been treated and to maintain continuous medication. Due to the large number of patients involved and the restrictions of insurers, we are not able to refer specific patients to specific physicians.

Many patients will need to be cared for by a psychiatrist, but some primary care physicians may be willing to assume your treatment -- either indefinitely or at least until you can make permanent arrangements (*ask - do not assume!*) We feel strongly that urgent-care clinics should not be used for long-term care of any condition, especially psychiatric diagnoses, and that complex psychiatric problems, including ADHD, should be managed by physicians rather than non-physician practitioners.

First ask your personal physician for suggestions. Check the web, your county medical society, and your insurer's physician list. All Mobile hospitals have phone-accessed or web-based systems for physician referrals. You may have to include adjacent counties and states in your search. Our ADHD patients may wish to check ADHD websites with professional listings, such as www.add.org, www.addconsults.com, etc.

If you have an emergency after our practice closes, Dr. Bailey will not be available. Call 911 or go to the nearest emergency room. If you have an emergency psychiatric crisis or one which might require hospitalization, AltaPointe or any of the local hospitals may be able to help you. However, we cannot vouch for the quality of the services you may receive via any of the above.

RECORDS:

Original records will not be released. If you will need copies of your medical or financial records, you need to contact us promptly to produce them. Your records cannot be maintained indefinitely, and the office number will not answer after this year. Medical records are best sent directly to your new physician, so make request as soon as you know who that will be. Copies can be provided directly to you, and this is wise if you can't soon determine a physician. In all circumstances, you must use our release form (not that of the destination). It is included with this letter and also available on the website or by calling the office. Fill it out completely and carefully or it cannot be honored; mail to 829 S. University Blvd., Mobile, AL 36609 or fax to 342-6566.

Our copying charges are those specified in Alabama law.* You may: (1) tell us to select and use our best judgment, (2) request very specific items, or (3) request your entire chart. If you choose (1), we will copy the most recent office visit reports along with other sections of your chart we feel most likely to be useful to a new physician. This may greatly reduce your costs as many charts contain 200 or more pages. However, if you instruct us to copy less than your entire chart, you must assume that non-copied items may not be available after some future date. We will contact you with reproduction and postage costs, which must be received before the record will be copied. Arrangements can be made for mailing, delivery service, or pick-up. We will process requests in the order in which they are received; please be patient as this is an enormous task.

MEDICATIONS:

For controlled drugs, last date for renewals will be your final appointment date, so be sure you schedule and keep an appointment before we close. More than the usual number of doses or renewals will not be provided. As usual, renewal requests for ADHD meds will not be authorized by phone. For non-controlled drugs, last date for us to write or authorize a refill is 9-22-17.

If your pharmacy or insurer requires a preauthorization after 9-29-17, it must be handled by your next physician. In that case, the Rx may have to be rewritten. Be aware that no physician is obligated to renew or replace meds from a prior physician. Prescriptions written and refills authorized before our closing are usually valid for 6 months; but after we close, any medical problems associated with their use must be dealt with by your next physician -- so please obtain a doctor.

PAYMENTS:

We are closing, and payment is required for all services we have performed for you. Payment is due under our standard terms (paid in full by 30 days from service date). We will handle your insurance in the manner in which we always have, but our staff will pursue insurance glitches only through October 31, 2017. After that date, outstanding insurance balances will be transferred to your personal account, and you then become personally responsible for their payment in full and you must negotiate any insurance problems directly with your insurer. In other words, on November 1 all unpaid balances are overdue. Please bring your balance immediately to zero as these balances will not be canceled but handled as unpaid.

CONTACTING US:

Our office will be physically closed after 9-29-17. All contact thereafter must be via phone to 251-342-6443, fax to 251-342-6566, mail to 829 S. University Blvd, Mobile, AL 36609, or email to adhdinfo@CALofMobile.com. For questions about billings, payments, and other financially related matters, call the office number; this help will be available until 11-30-17.

* \$5.00 access fee + \$1.00/pg (1st 25 pgs) + \$0.50 (pgs over 25) + delivery costs. e.g., 200 pgs = \$117.50