

## [Guidelines for Patients at CAPC](#)

Welcome to Child and Adolescent Psychiatry Consulting, LLC. You have already empowered yourself by making the decision to seek guidance and support as you deal with life's challenges. Together, we can clarify your concerns, find solutions when possible, and find ways to cope and adapt to things we cannot change. Working with a physician in a private practice is an uncommon setting these days, and I hope this letter will help you know how to manage certain events when they occur.

**Scheduling appointments:** To schedule, cancel, or verify appointments, you may

- phone the intake, emergency and billing number, 800/774-0122.
- use the patient portal at this website, once you have signed the necessary documents to gain access to it.
- Please recall that cancellations less than 24 hrs, and no shows will result in the no-show charge.

**Refills:** Most refills can be filled without a written prescription.

- The easiest way to obtain non-controlled (non-stimulant) refills is to ask your pharmacist to send us a refill request when your bottle has no more refills left.
- You may also request refills via the patient portal, once you have signed the necessary documents to permit access to it.
- You may request a refill by email at [drjenna@drjenna.net](mailto:drjenna@drjenna.net), as long as you are aware that the information is transmitted through the internet, and that though we have encrypted data at this end, the information may sometimes still be accessed in transit from your IP address to ours.
- If you have access to a fax machine, you may send a notice to Dr. Jenna at her fax number 888/485-4412 to request a refill.
- The telephone is the least efficient way to request a refill.

For prescriptions that are controlled—stimulants—you must have a paper prescription and it cannot be phoned in. Thus, you must give Dr Jenna some lead time to fill your prescription. So, when you receive a controlled substance (stimulant—vyvanse, adderall, concerta, focalin, Ritalin, etc.) one way to remember to give DrJenna time to fill it again is to remove 12 days of pills from the main bottle and place them in another safe location, and remember where you've put it. When your bottle is empty, contact Dr Jenna through the means above to request that another prescription be sent to you.

When you send a message requesting refills, the following information can expedite your request:

- Patients name and date of birth
- Medication name and dose
- Pharmacy name, location, and phone number

**Emergencies:** Dr. Jenna travels to residential facilities for clinical management as well as to local, state, and national meetings.

- If you have a non-urgent message, it is fine to leave the message on her answering machine: 715/652/6000.
- you have a more pressing issue, emails ([drjenna@drjenna.net](mailto:drjenna@drjenna.net)) or fax messages (888/485-4412) are more efficient. (Please note the privacy concerns related to email above).

If there is a more urgent matter for which you need to reach Dr. Jenna immediately, please phone the office at 715/652-6000. If you do not get a timely response, then please contact her intake/emergency/billing number: 800/774-0122.

As always, Medical Emergencies should be handled by contacting 911

Please note that these guidelines are not meant to feel like rigid instructions, rather a guide to help you get your needs met as quickly and efficiently as possible. Any feedback or suggestions about how you would prefer to see things done are welcome.