

ADHD Management Protocol

1. At the onset, newly diagnosed patients will be seen several times: Initial visit, 2 weeks, 1 month, 3 months and 6 months. Once stable on their medication, your child will be seen every 3 to 6 months. If there is a change in your child's medication, behavior or symptoms, a temporary increase in office visits may occur.
2. If your child receives any mental health services outside of our office, please sign a release in their office to have all reports forwarded to your child's primary doctor. Our fax number is (716) 332-3543.
3. We suggest you make your ADHD appointments with the same provider to help facilitate continuity of care.
4. **Medication refill requests can ONLY be made by the parent/caregiver through our website, patient portal or by phone and choose prompt #3 for the ADHD refill line.** Please keep in mind that **the line is not checked daily** and requests can take 3 to 5 business days (**WEEKENDS AND HOLIDAYS EXCLUDED**) to process. We highly suggest you make your request at least **1 week** in advance. **NEVER wait until you have only 1 or 2 pills left. WE DO NOT ACCEPT REFILL REQUESTS FROM YOUR PHARMACY. PLEASE DO NOT ADD THESE MEDICATIONS TO THE AUTO REFILL SERVICE.**
5. When leaving a message on the ADHD refill line, please leave your child's name, date of birth, name of medication(s), pharmacy information, and the best phone number to contact you. **We WILL NOT call you to confirm your request unless we have a question or a concern. Please call YOUR PHARMACY in 3 to 5 business days (from date of request) to check the status of your refill.**
6. If concerns arise, please **DO NOT LEAVE A MESSAGE** on the refill line. Call and speak with an ADHD care coordinator or a nurse.
7. Should you have any question or concerns, you may call our office at (716) 884-0230 and speak to one of our ADHD care coordinators, Kim Banks, Jill Orlandi, or Jennifer Rott.