**AGC PEDIATRICS, LLC**

**706-625-5900 Fax number: 706-625-5906**

**7311 Fairmount Highway 189 Professional Court 204 Professional Court 5 Medical Drive, NE**

**Calhoun, GA 30701 Calhoun, GA 30701 Calhoun, GA 30701 Cartersville, GA 30121**

**ADD/ADHD Patient Information**

**APPOINTMENTS** DeeDee schedules all the consult appointments for every office location, she works on a voicemail system, which means you leave her a detailed message and she will return your call to schedule. **Please make sure you keep your phone number updated in our system so she can reach you.** Mary processes a very large number of phone calls. She makes every effort to call you back as quickly as possible. She can serve you best if you leave her a detailed message with your child's name, date of birth and your call back number. If you miss her return phone call, you must leave her another message and she will attempt to call you again.

**REFILLS** DeeDee processes all the refills for medications. **You must leave a detailed message about what medication needs to be refilled including the medication name and milligram.** If the full information is not left on the voicemail then the prescription will not be processed. Unfortunately, due to a large number of phone messages, Mary will not be able to call you back to get the information and this will cause delay in your child's medication refill. You must call back and leave the correct information on her voicemail if it was not received with your first message. **Please allow 72 business hours for us to prepare the prescriptions.** Sometimes they will be available sooner; however, you must allow us sufficient time to obtain doctor's signatures. So please do not wait until the last minute to request your child's medication refill. You are always welcome to call the office and speak with one of our staff to make sure the prescription is ready before you make a trip to pick up the prescription(s).

**CONCERNS** If you ever have any concerns about your child's medication or behavior, be sure and leave DeeDee a message so she can let your child's doctor know what is going on and see how they want to handle the situation. If your child is in a situation where help is needed immediately, due to danger to themselves or other you may need to call the crisis line at 1-800-715-4225 or take the child to your local Emergency room.

**CONTROLLED SUBSTANCE LAWS** There are laws regarding controlled substances that we must follow. **For this reason the parent or legal guardian MUST pick up the prescriptions. We are not able to allow family members or friends to pick up these prescriptions.** We are also not allowed to fax controlled substances prescriptions.