

# MARK LAUDERDALE MD FRCPC

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213 – 5325 Cordova Bay Rd Victoria BC V8Y2L3  
t: 250-881-7441 f: 250-881-7443 e: drmark@shrinkinbox.com

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## OFFICE POLICIES AND INFORMATION

(Please keep for future reference)

### APPOINTMENTS

The Medical Services Plan (MSP) covers in-person, video and telephone appointments only. Parents should attend all appointments in order to provide their observations and feedback. Email, text messages, medical-legal communications, letters and forms are not covered by MSP without an appointment.

1. **If you need to reschedule (more than 48hrs notice)**, please use the online scheduler at [www.shrinkinbox.com/booking](http://www.shrinkinbox.com/booking), or simply click on the “Reschedule” button in your appointment confirmation email,
2. **If you cannot attend the appointment (less than 48hrs notice)**, please notify me by voicemail or email, and then call at the scheduled time for a telephone appointment instead,
3. **If you do not show up for an appointment** and do not schedule a telephone appointment, I will assume you do not want my service and your file will be closed. A fee of \$100 will be charged to reinstate service (once only),
4. **Appointment reminders** will be sent by email and text message (if you agreed to receive text messages) 5 days prior to your next appointment. Please do not reply to text messages as they will not be received. You will receive an appointment confirmation email when an appointment is first booked.

### PRESCRIPTION RENEWALS, LETTERS, FORMS AND EMAIL COMMUNICATION

1. If you require a prescription renewal, letter or form, or you have a concern about your child’s condition, please schedule a telephone appointment through the online scheduler at [www.shrinkinbox.com/booking](http://www.shrinkinbox.com/booking),
2. If you do not schedule a telephone appointment, the following fees will be charged:
  - Prescription renewals: \$25
  - Brief letters or forms: \$50
  - Lengthy letters or forms (more than 1 page): \$100
  - Medical-legal letters \$370
  - Email communication: \$25 (per email received or replied)

### OFFICE ETIQUETTE

- **Please ring the doorbell** when you arrive and be seated in the foyer outside the office.
- Please turn off or **silence your cell phone** prior to your session with Dr. Lauderdale.
- Please do not bring food or drinks into the office. Water is available upon request.
- Children under 6 years of age should not attend appointments with you because your undivided attention is essential during therapy sessions.

**Thank you for your consideration.**

**PHARMACARE**

If Dr. Lauderdale prescribes medication for your child, you may be eligible for reimbursement or assistance on a portion of your child's medication costs. For more information and to calculate possible financial support please visit:

<https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents>

**CONFIDENTIALITY**

With certain exceptions, the content of all therapy sessions will be kept **confidential**, including the individual sessions with a teenager or child. However, patients have the right to share information with whomever they choose. Parents may, if they so choose, authorize the release of information to a third party by signing a **Consent to Release Information Form**. Your child's referring doctor will automatically receive a copy of the assessment report.

**Exceptions:** The law requires mental health professionals to report cases in which someone's life is in danger or in which an adult is neglecting or abusing a minor. Also, if a judge orders a doctor to appear in a court of law, or if the case file is subpoenaed, the doctor is obliged to reveal case information.

**AGREEMENT**

I, \_\_\_\_\_, hereby acknowledge that I have read, understood  
(PRINT NAME)  
and agree to follow the policies as outlined in this form including any changes as noted. I have also received a copy of this Agreement.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)