** Dr. Brian J. Dixon, MD | Dr. Dustin DeMoss, DO, MS | Mr. J. Ruston Asfar, MPAS, PA-C
1307 8th Ave, Suite 310 | Fort Worth, TX | 76104**

Progressive Psychiatry Policies

In Case of Emergencies (Life Threatening Concerns):

* If you, your child, or someone else is in danger of harming themselves or someone else, call 911 or take your child/go to the nearest emergency department for evaluation.
* In the case of life threatening side effects (e.g. major allergic reactions creating difficulty breathing, passing out, quickly spreading rashes) stop the medication and take your child/go to the nearest emergency department.

 **National Suicide Prevention Hotline: 1-800-273-8255 (TALK)**

Prescriptions and Refill Requests

* Handwritten prescriptions expire 21 days after “Fill By” date. Rewrites will incur a $25 fee.
* Please allow for a 5-day period for refill requests, although we aim to complete them before then. We recommend planning ahead as we may not be able to accommodate a last-minute refill request.
* Refill Requests must come directly from our patients. We do not respond to automatic refill requests from pharmacies.
* Sending a message through your OnPatient portal is the most efficient way to request a refill. Phone calls and emails may cause additional delays.
	+ If you have clicked on an invitation link from us and your account is activated, go to www.onpatient.com, log in and select the “Messages” tab to send your provider a request for a refill.
	+ If you do not have an account activated, please email info@progressivepsychiatry.org to request an invitation.

Routine Questions (School Forms, Treatment Questions, Letters):

* Using OnPatient portal is the fastest way to schedule follow-up appointments, submit refill requests, and to ask your provider questions in between appointments.
	+ You may also contact office staff at 682-200-1744 or info@progressivepsychiatry
* Forms and letters from our providers that are generated outside of an appointment will start at $25 depending on complexity.