

# Memo

**To:** Front desk and MAs  
**From:** Management  
**Date:** April 28, 2022  
**Re:** Contact numbers for teenage patients

For patients over 13 years old, please ask for a cell phone number for the patient. This allows us to reach the patient when necessary. It will be documented in the notes section of the info page. See picture below for an example.

Verbiage for the front desk if a parent asks why we are requesting the patient's phone number.

“We are requesting this in the event we have to speak directly to the patient. This is a rare occasion, but would like to be prepared should we need it.”

