

CRYING, COLIC AND BEYOND

Important Guidelines for Your Baby's Care with Crying, Colic, and Beyond

As you begin your care journey with us, please review the following important guidelines to ensure the best support for your baby's reflux treatment and overall well-being:

1. Do Not Make Any Changes Without Approval

Please do not change formulas, add thickeners, or introduce medications without consulting the doctor. Keep diet changes to a minimum. Once reflux is under control, changes can be considered with guidance.

2. Understand the "Acid Battle"

We encourage you to read about the Acid Battle here:

[!\[\]\(003082e50e3009141f59bd5df831749f_img.jpg\) ACID BATTLE PDF](#)

This resource explains what may occur during treatment. Please understand that not all babies go through it—some do, and some don't. Unfortunately, we cannot predict whether your baby will experience this.

3. Track Your Baby's Weight Regularly

Weigh your baby at least every 2 weeks during the first few months. Once your baby begins feeling better, they may eat more, and because dosing is weight-based, we must track their weight closely for proper medication adjustments.

CRYING, COLIC AND BEYOND

4. Notify Us of Any Health Events

Let us know if your baby experiences any of the following:

- Colds
- Teething
- Vaccinations

These can cause reflux flare-ups, and dosing may need to be adjusted with your doctor's approval during these events.

5. Monitor Improvement

If you are not seeing significant improvement after 2 weeks, please contact us to discuss next steps. Sometimes it takes more time or a slight dose adjustment to see results.

6. Monthly Follow-Ups Are Required

Monthly follow-up appointments ensure ongoing, effective care and medication management. You can choose between:

- Subscription Plan
- Stand-Alone Appointments

Please schedule your next telemedicine visit with enough time to avoid any lapse in treatment or prescriptions. Learn more here:

[!\[\]\(6a9b39b98eb945faa14c645ec99e4eaa_img.jpg\) Appointments & Plans](#)

CRYING, COLIC AND BEYOND

7. Plan Ahead for Prescription Refills

Prescriptions are provided in 30-day supplies with no automatic refills. Please contact us 10-14 days before running out to allow time for scheduling, evaluation, and pharmacy processing.

If you reach out the day your medication runs out, we cannot guarantee we will be able to renew it in time.

8. Join Our Facebook Support Group

Join the Crying, Colic, and Beyond Facebook Support Group to connect with other parents.

[!\[\]\(cbe2492b119e39e02a1dab2af4a4b296_img.jpg\) Join the Group](#)

Please note:

- Appointment payment does not include group membership.
- Membership is subject to group rules and respectful participation.
- Removal from the group is at our discretion.

9. Use Charm for All Medical Questions

Please send all medical-related messages through the Charm message system. We cannot answer medical questions by email due to HIPAA regulations.

CRYING, COLIC AND BEYOND

10. Include This Info in Every Message

When messaging us, please include your child's latest information:

- Current weight
- Current medication dose
- How many days on the current dose
- Current symptoms
- Any recent illness, teething, vaccines, or dietary changes (mom's diet/formula/solids)

11. Messaging Expectations

Our team responds to medical care messages within 48 hours. Often, it's sooner—but we appreciate your patience.

📌 **Please avoid multiple messages, emails, or texts, as this delays responses.**

Messages sent after Friday afternoon or during the weekend may be answered the following Monday.

Most responses will come from our care team. Dr. Prince will be looped in as needed.

12. Office Hours (Pacific Time)

- Monday-Friday: 9:00 AM - 6:00 PM
- Saturday & Sunday: Closed

Let us know if there is anything else you need or if we can offer additional support. We're here for you!