

Name: _____

Date: _____

DOB: _____

Psychiatry Client Brochure

Please read and initial where indicated and sign on the last page.

A copy of this brochure will be provided to you.

Family Service of the Piedmont Psychiatry Program is pleased you have selected us to provide your Psychiatric healthcare. We want to help you improve your mental health and well-being. We want your visit with us to be as pleasant for you as possible. As part of our service to you, we are committed to improving healthcare quality. We also train future mental healthcare professionals, conduct research and support our community in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient.

PSYCHIATRY PROGRAM

Psychiatry Medication Evaluation and Management: The Psychiatry Program offers continuity and coordination of behavioral healthcare, with an emphasis on Medication evaluation and management. You are seen by a Psychiatric Provider who completes a medication evaluation and determines whether or not you require medication to treat your mental health concerns. You must complete a Comprehensive Clinical Assessment with a Licensed Therapist in order to be seen in the Psychiatry Program. You must be referred to the program by your Therapist. Medication is provided to you when you are assessed by the Psychiatry Program.

It is the policy of Family Service of the Piedmont to develop and maintain programs to support its Vision Statement: Building safe and healthy families. The Psychiatry Program's goal is to encourage a more holistic and personalized approach to multidimensional mental healthcare needs.

Participation in Treatment Decisions

You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. If you believe you cannot follow the treatment plan you have a responsibility to notify the treatment team.

Tell your Provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects your health. **You should ask questions when you don't understand something about your care.** This will help in providing you the best care possible.

Important information for clients

- **Emergency: THE PSYCHIATRY PROGRAM DOES NOT PROVIDE EMERGENCY SERVICES. In the event of an Emergency, dial 911 or go to the nearest Emergency Room. Report Emergency/Urgent Care to your healthcare team by contacting the Psychiatry Admin Specialist at 336-387-6161 to ensure proper follow-up.**
- **More Emergency: For life-threatening emergencies DIAL 911.**
- **Crisis line for domestic violence, rape or sexual assault: 336-273-7273 from Greensboro and 336-889-7273 from High Point.**

You can go to the nearest Emergency Department in the local hospital for immediate help (High Point Regional, Moses Cone Hospital, or Wesley Long).

- **Moses Cone Health System**
1200 North Elm Street, Greensboro, 336-8332-7000
- **Wesley Long Community Hospital**
501 North Elam Avenue, Greensboro, 336-832-1855
- **Kindred Hospital**
2401 Southside Boulevard, Greensboro, 336-271-2800
- **High Point Regional Health**
601 North Elm Street, High Point, 336-878-6000

Hours of Operation

- **Outpatient Mental Health therapy is: Monday through Thursday 8:00 am – 8:00 pm and Friday 8:00 am -5:00 pm**
- **Psychiatric Providers are available during the following hours based on location (hours subject to change)**
 - **High Point – Monday and Tuesday 9:00 am – 5:00 pm**
 - **Greensboro Thursday 9:00 am to 5:00 pm, Friday 9:00 am to 5:00 pm**

Exceptions include holidays, and other “down days” as directed by the Executive Director. Holidays include the following: New Year’s Day, Martin Luther King Jr. Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and the Friday after Thanksgiving Day, and both Christmas Eve and Christmas Day.

• **Show-Time for Appointments**

It is important for you to arrive on time for your scheduled appointment. **If you arrive late for your appointment you** will be triaged by the Psychiatry Admin Specialist along with the Provider. If a provider evaluation is necessary, the Provider will see you if there is an opening with sufficient time to address your needs.

- **Please note that each client is unique and some may require more time for their psychiatric medication evaluation. This may cause some appointments to run longer. Please be patient and know that you will be seen as soon as possible.**
- **If you are an overbooked client, you may or may not be seen on the day you come in for the appointment. Please be patient and we will make every attempt to get you in to be seen. Initial _____.**

- **No Show Policy:** An appointment is designated a “no-show” when you **do not keep a scheduled appointment or arrive later than 15 minutes from your scheduled time.** In all circumstances, please notify the clinic as soon as you are aware you will be late or unable to come in, if possible at least 24 hours in advance if you need to cancel an appointment.

- **Because the demand for services is so great, we cannot keep you in the program if you do not keep appointments. Therefore, you must be an *overbook appointment* from the program after your third no-show. If you no-show on the *overbook appointment*, you run the risk of being discharged from the program. This is staffed by MDT Team. If you later wish to return to the program, we will consider reinstatement on a case-by-case basis. Initial _____.**

• **Inclement Weather**

In the event of inclement weather, call **336-387-6161** prior to leaving for your medical appointment. For your safety, if the Psychiatry Program has a delayed opening, the clinic will follow the same delayed opening procedures and any appointments during this timeframe will automatically be cancelled. If Family Service of the Piedmont is closed, the Psychiatry Program will be closed and your appointment will be automatically cancelled. You will be called within 48 hours to reschedule or you can contact the Practice Administrator at **336-387-6161**. **Appointments cancelled by the program are not considered no-show appointments.**

- The Psychiatry CMA will help you complete the paperwork to qualify for Prescription Assistance Programs offered by the drug companies. In many cases, though not all, these programs may provide you with “no cost” medications.
- For the Psychiatry Program, most medications are paid for through State funding. There is no guarantee funds will be available as State funds are limited. Your Psychiatry Provider will attempt to prescribe medications from the dollar formulary from Harris Teeter.
- Medication samples will be offered when available and appropriate.
- **For Greensboro:** All medications paid for by this program are required to be picked up by the patient at Family Service of the Piedmont (315 East Washington Street, Greensboro) on Fridays between the hours of 12:00 and 2:00 pm. The pharmacist will provide the patient with a medication consultation and dispense your medications. You can also pick up your medications at the Harris Teeter, 701 King Francis Street, at Guilford College and Friendly Avenue.
- **For High Point:** All medication must be picked up at the pharmacy as discussed with your provider.
- **As long as funding is available,** Family Service of the Piedmont Psychiatry Medication Management Program will provide prescription assistance for you but the amount is capped at \$40.00 per prescription. **During this time, you are expected to work with the Psychiatry CMA to apply for a Prescription Assistance Program.**
- You are expected to take your medications as prescribed. You are expected to follow your treatment plan, including follow-up care recommended by your Provider. Our goal is to help you improve your mental health and wellness, and your treatment plan is developed with this in mind. If you refuse treatment or do not follow your Provider’s instructions, **improved mental health and wellness should not be expected. Because demand for services is so great, you risk discharge from the program if you do not follow your treatment plan or your provider’s instructions.**
- To ensure proper care, you **must bring all your medications to each appointment.**
- The Psychiatry CMA will take your vitals prior to seeing your provider. Please discuss all medication concerns at this time.
- **If you are experiencing side effects of prescribed medications please call your identified Psychiatry CMA in order to triage your symptoms with your assigned Provider.**
- The Psychiatry clinic may make referrals but will not be responsible for the cost of referrals.
- You are required to let your Psychiatric Provider know if you are seeing another Psychiatric Provider. **You can only be seen by one Psychiatric Care Provider.**
- It is important that you let your Psychiatry CMA know when you have received Medicare, Medicaid or insurance. The Psychiatry CMA will be asking each time you come in whether or not you have obtained insurance, Medicare or Medicaid.
- The Psychiatry Program will **not** prescribe controlled medications.
- Your Psychiatry Provider will check the **NC Controlled Substances Reporting System on an as-needed basis.**
- The Psychiatry Program will perform Urine Drug Screens on an as-needed basis.
- **You should always notify the Psychiatry CMA as soon as possible with any change of address or phone number. This will allow them to contact you with any information you may need to know, such as lab results.**
- Please keep your emergency contact information updated when there has been a change.
- If you leave the Psychiatry Program before labs are reviewed with you by your Provider, we will have labs forwarded to your last known address.
- You are expected to notify the Psychiatry CMA/Provider at least **one week** in advance when you need medication refills. (Due to the limited hours of the Psychiatric Program it is not always possible to get same day refills).
- If you lose your medication or they are stolen, please contact the Psychiatry CMA immediately. Each case will be assessed on an individual basis, but in most cases, there will be **no early refills.**
- **SELF REFERRALS**

If you choose to seek care on your own, outside of the Psychiatry Program, your Provider's will gladly make the medical referral. However, **the Psychiatry Program will not accept any financial responsibility for outside care, nor will the Psychiatry Program be able to assist with payment for travel.**

- **You may not consume or possess alcoholic beverages or illegal drugs while on the Family Service of the Piedmont property.**
- **Consumption of alcoholic beverages or illegal drugs should be discussed with your Therapist or the Psychiatric Provider. In nearly all instances, use of alcoholic beverages or illegal drugs will compromise your overall health and wellness and continued use against your Provider's instructions may result in discharge from the Psychiatry Program.**
- **Firearms or other dangerous weapons are not permitted on Family Service of the Piedmont property.**

SUSPENSION OF PATIENT PRIVILEGES

When the care of other patients and the safety of the Family Service of the Piedmont staff are possibly threatened due to your behavior, restrictions may be enforced. The Director of Clinical Services is responsible for determining if such a restriction is needed. Restrictions may include barring you from the facility, discharge from the program, or other legal action when deemed appropriate.

I agree with and understand the requirements of the program.

Client Signature

Date

Witness Signature

Date