Behavioral Health Program
GUIDELINES
FOR OPTIMIZING TREATMENT AND COMMUNICATION WITH YOUR CHILD'S PRACTITIONER

Name: _____

It is important to understand that the psychiatric nurse practitioner serves many individuals and families in many different capacities. They must try to allot enough time for each client/family and must have designated appointment times. The following guidelines are in place to facilitate safe and effective treatment and communication between the client, their parents/guardians, and the nurse practitioner.

Emergencies: ***IF AN EMERGENCY ARISES BETWEEN APPOINTMENTS, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM***

Office Hours are as follows:

- **Monday:** 8:00 AM – 6:00 PM
- **Tuesday:** 8:00 AM – 6:00 PM
- **Wednesday:** 8:00 AM – 2:00 PM
- **Thursday:** 8:00 AM – 6:00 PM
- **Friday–Sunday:** Closed

If you experience an emergency outside of our office hours, please call 911, go to your nearest emergency room or crisis center, or contact your primary care physician for guidance.

Provider availability: Your psychiatric nurse practitioner (NP) is **IN the office** on Monday, Tuesday, and Thursdays to see patients and address urgent calls as needed. **If you have an urgent concern outside of the office hours, please call 911, go to your nearest emergency room or crisis center, or contact your primary care physician for guidance.**

Urgent questions or concerns: If an urgent question arises between appointments, then please call the office. Urgent calls are those that cannot wait until your next scheduled appointment and would include, but are not limited to, unanticipated side effects to medications or sudden decompensation in the client's behaviors. If you are unsure if your child may be experiencing side effects, please call the office.

*****Reporting continuing behaviors that have not yet responded to medication usually is not considered urgent, unless your provider asked you to call with an update. You should call, however, for behaviors that have significantly worsened after a change in medication dosage or with the start of a new medication. *****

*****Potential side effects/adverse reactions are reviewed prior to the prescribing of any medication as well as follow-up appointments. However, it is also the parent/guardian's responsibility to ask questions if they do not understand any of what has been discussed about possible side effects or adverse reactions. *****

Scheduled appointments: You **MUST** keep scheduled appointments and arrive on- time. This will help ensure that your child does not run out of medication. If you are going to be late for an appointment, please call the main office at (508) 679-6833 and ask for extension 100. **If you are more than 10 minutes late, the appointment will need to be rescheduled and a 'No-Show" fee may be applied.**

*****We require that only legal parents/guardians and the child attend the appointment to focus on his/her needs. If you want somebody other than the legal parent/guardian to attend the appointment you must have a caregiver affidavit signed and notarized. *****

INITIALS: _____

Highland PEDIATRICS

Copay for Psychiatric Services: Your copay may vary depending on your insurance plan. Psychiatric services are generally considered specialty services, which may affect your copay. Please contact your insurance provider to confirm your coverage and copay for specialty services before your appointment.

Missed appointments: Appointments are in high demand. We realize that occasionally an appointment cannot be kept due to unforeseen circumstances. We require that the parent/guardian or adult client call the office at least 24 hours before the appointment to cancel or reschedule, otherwise that visit will be considered a 'No-Show'. Giving 24-hour notice allows us to then assign that time slot to another client in need of assistance.

Requests for documentation: Requests for letters or completion of forms or any other paperwork should be discussed during appointments.

Leaving messages: When a message is left on the nurse practitioner's or nurse manager's extension, it is the parent/guardian's responsibility to leave a contact phone number that can receive calls from private numbers. *Please remove any blocks from your phone while waiting for a call-back.*

Medication adherence: Once medication treatment is initiated it is expected that the client will take the medication as prescribed. The provider MUST APPROVE any alternations in the dose or schedule before any changes should be made. Exceptions to this requirement would be in situations such as severe adverse reactions. If there is a question as to whether a medication can be stopped, the provider or the on-call doctor must be consulted. If a parent/guardian/client alters the way in which a medication is administered without authorization, the client may be discharged from the provider's care and referred out to the community.

Medication refills: If your child takes medication, keeping regularly scheduled appointments will help prevent him/her from running out of medication. However, it is understood that unforeseen circumstances may arise, and your child may need a refill prior to his/her scheduled appointment. These requests are addressed on a case-by-case basis.
If your child needs a refill for prescribed medication, please call the office at least 1 week before your child will be out of medication. A prescription refill request will be authorized for only enough medication until the next scheduled appointment. All refill requests should be left for Lori at ext. 145*

Co-parenting: In the case of co-parenting from two separate households, the nurse practitioner will communicate with the primary custodial parent or guardian unless that parent requests otherwise. IT IS THE RESPONSIBILITY OF BOTH PARENTS TO COMMUNICATE EFFECTIVELY BETWEEN THEMSELVES FOR THE BENEFIT OF THE CLIENT AND HIS/HER CARE. It is recommended that both parents participate in treatment by attending scheduled appointments. Due to time constraints, the nurse practitioner will not return separate phone calls with the same information and will also not make phone calls to *update* a parent who was not in attendance during the appointment.

Clients under age 18: All clients under the age of 18 years **MUST** be accompanied by a parent or guardian. Telehealth appointments also require a parent or guardian to be present in the house and be available at the end of the appointment to discuss any changes to medication and to make follow-up appointments. *It should be understood, however, that part of any treatment plan will involve the provider meeting 1:1 with the client.*

Telehealth appointments: All telehealth appointments must be conducted in a safe, quiet environment. The client's privacy must be ensured until a parent/guardian is invited to join the session. If an appointment occurs in a vehicle, the vehicle must be parked, and it should be in a location that supports a good cellular or wireless connection. If the connection is poor, the appointment may be canceled by the provider.

***INITIALS:* _____**

Educational Advocacy Services: Educational advocacy services are **NOT** provided through our behavioral health program. If your child needs these services, we would be happy to provide recommendations for outside providers who may be able to assist.

My signature below indicates that I have read and understand the above guidelines and that I acknowledge having been given the opportunity to ask questions for clarification about anything I did not understand.

_____ _____

Client (if over 18 y.o.) or Parent/Guardian Signature ***Date***

_____ _____

Print Name ***Relationship to Client***

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HIGHLAND PEDIATRICS - BEHAVIORAL HEALTH PROGRAM
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