VERMONT Consultation & Psychiatry Access PROGRAM

Supporting Pediatric and Perinatal Providers

PRIMARY CARE PROVIDERS

FREQUENTLY ASKED QUESTIONS

(802) 488-5342 | Mon–Fri 9AM–3PM | vtcpap@vtcpap.com | www.vtcpap.com

WHAT IS VTCPAP?

VTCPAP stands for the **Vermont Consultation & Psychiatry Access Program**. VTCPAP is a **free, fast-access consultation and peer-to-peer teaching service** for Vermont medical providers who have questions about the mental health care of their pediatric (up to age 21) and perinatal patients.

Providers access VTCPAP through our consultation phone line and receive direct support from our team of licensed clinical social workers, child and adolescent psychiatrists, and a perinatal psychiatrist. Our goal is to help providers deliver timely, comprehensive, evidence-based mental health care to their patients.

VTCPAP is Vermont's chapter of the National Network of Child Psychiatry Access Programs (**NNCPAP**).

CAN ANYONE CALL VTCPAP?

No. VTCPAP consultation services are designed for eligible healthcare providers. However, caregivers and families, school professionals, and mental health clinicians can encourage a patient's primary care provider to contact VTCPAP for consultation. Additional provider types may also be eligible to access perinatal consultation.

HOW DO I REGISTER TO USE VTCPAP?

Providers interested in using VTCPAP for the first time should complete the VTCPAP Practice Registration Form and email it to **VTCPAP@VTCPAP.com**. Registering your practice allows us to enter your information into our system in advance, helping to streamline future consultation calls and supporting our program reporting requirements.

DO I NEED CONSENT FROM THE PATIENT/CAREGIVER BEFORE CALLING?

Providers do **not** need to obtain patient or caregiver consent before contacting VTCPAP for a provider-to-provider consultation.

- VTCPAP does not bill patients or families, so no financial consent is required.
- Provider-to-provider consultation is permitted within HIPAA requirements.

However, **it is considered best practice to let patients and families know that you are seeking consultation from VTCPAP on their behalf**.

WHAT CAN I GET CONSULTATION ABOUT?

Providers may contact VTCPAP with questions related to:

- Mental health assessment and screening
- Diagnosis and treatment planning
- Medication management
- Clinical decision-making
- Mental health resources and referrals

Our team will assist you during the consultation and may follow up by email with additional resources or referral information when appropriate.

WHO WILL I REACH WHEN I CALL?

Our team includes licensed clinical mental health clinicians, called **Liaison Coordinators (LCs)**; board-certified **Child and Adolescent Psychiatrists (CAPs)**; and a **Perinatal Psychiatrist**.

During open hours, your call will first be answered by a Liaison Coordinator, who will collect basic patient information and a brief summary of your consultation question. The LC will then determine how best to support your request and whether a psychiatrist should be included in the consultation.

If your needs can be addressed by the Liaison Coordinator, the consultation may be completed during the initial call. If psychiatric consultation is requested or indicated, the LC will share the information with the psychiatrist, who will call you back to complete the consultation—typically within 30 minutes or at a later time that works for you.

WHAT PATIENT INFORMATION SHOULD I HAVE AVAILABLE?

When calling for a consultation, please have the following information available when possible:

- Patient's first name and first initial of last name
- Date of birth
- Sex
- Race and ethnicity
- Health insurance
- ZIP code
- A brief summary of your consultation question and the type of support you are seeking

Patient information is stored in VTCPAP's HIPAA-compliant software system. Information may be referenced for follow-up consultations; otherwise, data used for quality improvement and reporting purposes is de-identified.

IS IT APPROPRIATE TO CALL VTCPAP WHEN MY PATIENT IS IN CRISIS?

No. VTCPAP is not a crisis service. If a patient is in immediate or imminent danger, access the appropriate emergency or crisis response services first. Once the immediate crisis has been addressed, VTCPAP consultants are available to discuss ongoing treatment, safety planning, and clinical support. Additional crisis response and safety-planning resources are available at www.VTCPAP.com.

CAN VTCPAP HELP MY PATIENT ACCESS A HIGHER LEVEL OF CARE?

VTCPAP cannot expedite admission or change the admissions process for a higher level of care. However, our consultants can help providers think through appropriate levels of care and may provide information about relevant programs, services, or referral resources during a consultation.

WHAT HAPPENS IF I CALL WHEN VTCPAP IS CLOSED?

You may leave a voicemail on our private phone line. Your request will be reviewed the next business day that VTCPAP is open, and our team will respond as soon as possible. If additional patient information is needed before the consultation can begin, a Liaison Coordinator will contact you to collect it. To help us respond efficiently, please include your **preferred callback number** and **preferred day/time for a return call** in your voicemail.

HOW AND WHEN CAN I REACH VTCPAP?

Registered providers and practices can begin a consultation by calling: **(802) 488-5342**

VTCPAP is available **Monday–Friday, 9:00 a.m.–3:00 p.m. Eastern Time**, excluding federal holidays.

DOES VTCPAP OFFER OTHER RESOURCES?

Yes! In addition to provider-to-provider consultation, VTCPAP offers **free live virtual trainings** for primary care practices on a variety of pediatric and perinatal mental health topics. Training topics may include ADHD, anxiety, challenging behaviors and aggression, suicide prevention, trauma, and other areas of mental health care. Practices interested in a VTCPAP training can complete our training request form to inquire about availability and scheduling.

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