

After Hours and Emergency Policy

We are an outpatient clinic. We DO NOT handle psychiatric emergencies unless they happen in our building or on a Telehealth session. In those cases, we will call the local 911 emergency services and you will likely be transported to a psychiatric or regional hospital for emergency care. After hours medication requests will not be filled. Phone requests will not be filled.

DEFINITION A Psychiatric Emergency is a disturbance in thought, mood and/or action which causes sudden distress to the individual/others and sudden disability or possible death, thus requiring immediate management. This may include but is not limited to patient reports of:

1. New suicidal thoughts or homicidal thoughts that are causing distress to the patient, or an impulse or plan to act upon any such thoughts.
2. Changes in behavior or thinking such as acting strangely or not making sense, losing touch with reality, seeing or hearing things, becoming paranoid.
3. Thoughts that you may be in danger or be harmed because of a mental or medical condition.
4. Grossly impaired behavior due to symptoms of mental illness. (Such as being unable to eat, take care of one's basic needs e.g., shelter). For example, feeling so sad you are unable to eat.
5. A severe reaction to a medication prescribed through the clinic. Serious cardiovascular side effects may include decrease in blood pressure with position change, elevation in blood pressure, palpitations, chest pain, shortness of breath, lightheadedness, and dizziness; serious neurological side effects include an inability to sit, involuntary muscle contractions, tremors, stiff muscles, involuntary facial movements, seizures, change in level of consciousness, lack of movement or communication known as catatonia, changes in gait, headache behind the eyes, visual changes, and ringing in the ears; serious genitourinary side effects include urinary retention, priapism, swelling in the hands, feet, or around the eyes; serious gastrointestinal side effects may include intractable vomiting; serious hematological side effect of agranulocytosis may include symptoms such as fever, chills, rapid heart rate, sore throat, bleeding gums. Serious allergic reactions to medications may include but is not limited to symptoms such as rash, itching of the skin or eyes, hives, swelling of lips, tongue, or face, wheezing or bleeding.
6. Overdose of a medication, illegal drug, or alcohol.

WHAT SHOULD I DO IN THE CASE OF AN EMERGENCY?

* Call 911 or go to the nearest emergency room or psychiatric hospital. You may visit an emergency psychiatric treatment facility such as Oliver Winston at 859-309-3787.

***It is important to note that the symptoms/side effects listed above are not all inclusive. Thus, it is always better to be safe, and seek help and advice when you are unsure if you are having an emergency mental health or medical condition than to try and handle a situation by yourself.**

WHAT IS THE PROCESS IF AN EMERGENCY IS IDENTIFIED DURING MY APPOINTMENT?

*If a psychiatric emergency is identified during an in-person appointment the provider will call 911. If the emergency is identified during a telehealth appointment, then the provider will contact your local authorities for emergency management services. You will likely be transported by ambulance to a hospital.

FOLLOW UP WITH MENTAL HEALTH PROVIDER

After seeking emergent care via 911 or nearest ER, at your earliest opportunity, please notify our office at 859-338-0466 to ensure your provider is aware you have had an emergency and please arrange for your medical records to be sent to our office by fax at 859 294-0802.

*For issues that are concerning but are not psychiatric emergencies, these can be handled by scheduling an appointment with the nurse practitioner or your therapist. Due to the high demand for mental health services, it is important to remember that our provider's availability may be limited, and their schedules are often booked out in advance. Thus, it is imperative that you make your best effort to attend medication management and therapy appointments because medications will not be refilled without appointments in most circumstances. We cannot handle these situations by phone or messaging.

What are non-emergency situations defined as for our outpatient group?

Minor side effects from medication including:

Changes in appetite, nausea, stomach upset, dizziness, drowsiness, fatigue, sexual side effects, headache, and sleep disturbances such as insomnia and or vivid dreams are fairly common. Many of these are reduced or disappear within a few days or weeks.

In some cases, you'll notice side effects right away, but you might not feel the full beneficial effects for several weeks or even months. If you do not think your medication is working, we recommend scheduling an appointment to discuss this with your provider. It is recommended that you never stop taking psychotropic medications on your own; this can be dangerous and uncomfortable. We also recommend never changing the dose of your medication without discussing this with your provider first.

What to do in non-emergency situations?

1. You can visit a walk-in clinic, outpatient urgent treatment center, or leave a message for your APRN (calls will not be returned the same day).
2. You may call your PCP, OB GYN, or other medical professionals you have a relationship with.
3. Schedule the soonest appointment you can with our APRN.
4. Get on the nonemergency call back list for cancelations, and scheduling priorities.

The prescription is not at the pharmacy, and it is. Patients may be looking at the app and not seeing it, or it is not in the automated system. Some pharmacies do not fill the RX until you show up, but it is likely there. Please call or go the pharmacy before contacting our office saying the RX is not filled/not available/or can't pick it up before the time limit on a scheduled/controlled medication (28 days).

Fear of running out of medication when you have a scheduled appointment and enough medication to make it the appointment. Please make an accurate count, check with the pharmacists prior to calling us.

Anxiety producing situations that our ARNP is not equipped to help you fix.

Our APRNs do not provide therapy or mental health counseling, but psychiatric assessment and medication management. If you have mental health issues, please leave a message for YOUR THERAPIST AND NOT THE APRN. If you do not have a therapist, this would be your prompt to secure an appointment with one immediately. **ALL PSYCHIATRIC PATIENTS AT LEXINGTON COUNSELING AND PSYCHIATRY-THE OFFICES OF PAUL DALTON ARE RECOMMENDED TO HAVE A THERAPIST FOR ALL CONDITIONS.** RESEARCH SHOWS THAT MEDICATION IS MOST EFFECTIVE WHEN COMBINED WITH THERAPY AND EXERCISE WHEN APPROVED BY YOUR PHYSICIAN.

Emergency Mental Health Care

Call 911

Oliver Winston Behavioral Urgent Care 2220 Executive Drive, Suite 102 Lexington, KY 40505 Phone: (859) 413-3896, Call Abner Rayapati Ages: Teens, Adults	Eastern State Hospital 1350 Bull Lee Road Lexington, Kentucky 40511 Phone: (859) 246-8000
UK/Good Sam Hospital 310 S. Limestone Lexington, KY 40508 Phone: (859) 218-9340 Adult Phone: (859) 218-9381 Adolescent	Ridge Behavioral Health System Psychiatric and SUD Treatment 3050 Rio Dosa Drive Lexington, Kentucky 40509 Phone: (859) 269-2325 Intake: (800) 753-4673
Baptist Health-Louisville/Baptist Behavioral Health 4000 Kresge Way Louisville, Kentucky 40207 Phone: (502) 896-7105	Bourbon General Hospital-Stoner Creek 9 Linville Drive Paris, KY 40361 Phone: (859) 987-1139 Ages: Adolescents, Adults
Peace Hospital (formerly Our Lady of Peace) 2020 Newburg Road Louisville, KY 40205 Phone: (502) 451-3330 24-hour Help Line 502-451-3333 or 800-451-3637	Frankfort Regional Medical Center 299 Kings Daughters Drive Frankfort, KY 40601 Phone: (502) 226-7599
Baptist Behavioral Health-Corbin 1 Trillium Way Corbin, Kentucky 40701 Phone: (606) 528-1212	Springview Hospital 320 Loretto Road Lebanon, KY 40033 Phone: (270) 692-5210
Saint Claire Medical Center Behavioral Health Services 222 Medical Circle Morehead, Kentucky 40351 Phone: (606) 783-6500 Intake: (606) 783-6661	University of Louisville Hospital Emergency Psychiatric Services (EPS) 530 South Jackson Street Louisville, Kentucky 40202 Phone: (502) 562-3120

I agree to and understand the After Hours and Emergency Policy stated above. I understand all emergencies need to be handled as directed above and my outpatient APRN is not an emergency provider in any situation. I also understand that leaving a message or contacting the office online WILL NOT result a return contact from our providers outside of regular hours.

Patient or Guardian

Date