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## GENERAL CLINIC POLICIES

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<b>Client age</b>	<ul style="list-style-type: none"><li>• We treat adults ages eighteen (18) and older.</li></ul>
<b>Adherence to policies</b>	<ul style="list-style-type: none"><li>• We ask clients to observe our clinic policies, billing policies, and other business practices.</li><li>• We reserve the right to decline services or terminate the provider-client relationship for failure to observe our policies.</li></ul>
<b>Adherence to treatment recommendations</b>	<ul style="list-style-type: none"><li>• We work with clients to develop treatment recommendations, and we ask clients to follow these recommendations.</li><li>• We reserve the right to terminate the provider-client relationship for any pattern of repeated failure to follow treatment recommendations that would materially impair our ability to provide proper care.</li></ul>
<b>Safe environment</b>	<ul style="list-style-type: none"><li>• We intend to provide a safe environment for clients and staff at our clinic, free from threats, harassment, or invasion of privacy.</li><li>• We reserve the right to decline services, terminate the provider-client relationship, and take all appropriate measures to respond to any threatening behavior, harassment, invasion of privacy, or other offensive conduct.</li></ul>
<b>No disability paperwork</b>	<ul style="list-style-type: none"><li>• We do not provide medical opinions or paperwork regarding mental health disability for employment, entitlement, or other purposes.</li><li>• We may elect to respond to a request for paperwork documenting time away from work for mental health reasons under the Family and Medical Leave Act (FMLA), at our discretion.</li></ul>
<b>No forensic work</b>	<ul style="list-style-type: none"><li>• We do not provide medical opinions, court testimony, forensic evaluations, or other medico-legal services.</li></ul>
<b>No fitness for duty evaluations</b>	<ul style="list-style-type: none"><li>• We do not conduct “fitness for duty” evaluations for employment, legal, or other purposes.</li></ul>

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**Prescription monitoring**

- We utilize the Virginia Prescription Monitoring Program (PMP) to monitor prescriptions of controlled substances to existing clients and to new clients seeking medical services, in accordance with the PMP.
- We reserve the right to decline services or terminate the provider-client relationship upon evidence that an existing or new client has improperly obtained or attempted to obtain duplicate or multiple prescriptions for the same or a similar controlled substance from other providers.

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**No replacement prescriptions for controlled substances**

- We ask that clients take extra care to keep their prescriptions for controlled substances safe and secure.
- We reserve the right to refuse any replacement prescription for a controlled substance, for any reason, including loss, theft, or otherwise.

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**No early refills of controlled substances**

- We ask that clients take extra care to keep their bottles of controlled substances safe and secure.
- We reserve the right to refuse any early refill of a controlled substance, for any reason, including loss, theft, or otherwise.

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**No mailed prescriptions for controlled substances**

- We will not mail prescriptions for controlled substances.

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**Medication refill (other than at time of appointment)**

- In general, a medication prescription requires an appointment in person.
- We may elect to provide a refill of medication over the phone, in an amount sufficient to last until an appointment.
- Please allow up to forty-eight (48) hours to process a medication refill request over the phone.

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**Phone consultation**

- In general, an appointment in person is required to discuss diagnoses, treatment recommendations, medications, and other treatment questions.
- Brief telephone consultation is appropriate for urgent matters.
- Discussions longer than five to ten (5-10) minutes require an appointment in person.

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**Independent evaluation**

- When a new client is seen for an initial consultation, we conduct our own independent psychiatric evaluation.
  - Medical opinions may differ. We may not necessarily agree with a prior diagnosis or treatment recommendation.
  - We may not necessarily continue prescribing a medication that was prescribed by a previous provider.
  - We may ask that a new client obtain further psychological testing to confirm a previous provider's diagnosis, such as a diagnosis of ADHD.
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**Substance use**

- Alcohol and substance use often accompany Depression, Bipolar Disorder, Anxiety Disorders, and other mental health conditions.
- We treat primary mental health conditions when alcohol or substance use is secondary.
- We are not able to offer treatment for primary Alcohol or Substance Use Disorders, which will be referred to other providers.

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**No methadone or Suboxone**

- We do not provide methadone or buprenorphine (Suboxone) treatment.

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**Initial consultation**

- New clients are seen for an initial consultation for psychiatric evaluation, diagnosis, and treatment recommendations.
- After an initial consultation, it may be appropriate to establish continuing care at our clinic, or it may be appropriate to refer to another provider.

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**Psychotherapy**

- We may offer psychotherapy in addition to medication management when appropriate.
- Clients may be referred to other providers for psychotherapy.

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**Coordination of care**

- It is our policy to coordinate care with a client's primary care physician and psychotherapist, if any, by sharing information about diagnosis, medications, and treatment recommendations.

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**Medicare**

- Due to Medicare billing rules, we are not able to treat Medicare beneficiaries.

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**Emergency**

- In the event of a suicidal crisis or other psychiatric emergency while under our care, you may call the clinic at (434) 328-8787. After clinic hours, this phone number will reach Dr. Chambers on call or a professional answering service.
- If we are not immediately available to take your call, please do not delay seeking emergency care. Please call 911 or go to your nearest emergency department.
- You may also call the National Suicide Prevention Lifeline at 1-800-273-8255 (24 hours a day).
- You may also call Emergency Services at the Region Ten Community Services Board at (434) 972-1800 or 1-866-694-1605 (24 hours a day).

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**Non-urgent communication**

- Non-urgent communication may be made by calling our office, leaving a message on our confidential voice mail, or sending a secure electronic message through Patient Fusion™, the patient portal of our electronic medical record system.
- Some clients may wish to send non-urgent communication by email. Please be advised that email may not be a secure form of communication.

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**Identification**

- To protect against medical identity fraud, we ask new clients to present a government-issued photo ID, and health insurance card (if any), to verify identity at the time of initial consultation.

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**Appointment frequency**

- Frequency of follow-up appointments is determined according to the treating psychiatrist's recommendations.
- It is our policy to schedule follow-up appointments at least once every three (3) months.

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**Electronic prescription of controlled substances**

- We now have the ability to electronically prescribe medications that are regulated as controlled substances by the DEA.
- It is our policy to prescribe controlled substances by electronic means, as long as the receiving pharmacy is able to accept electronic prescriptions for controlled substances.

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**No cannabidiol certification**

- We do not provide certification to use cannabidiol oil or TCH-A oil.

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**No foreign pharmacies**

- We will not provide prescriptions to be used to obtain medications from pharmacies located in Canada, Mexico, or other foreign countries.
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**Changes to General Clinic Policies:**

General clinic policies are subject to change. Notice of changes to our general clinic policies will be available upon request, in our office, and on our web site.

**Effective Date of this Notice:** May 31, 2018

[cvillepsychmed.com](http://cvillepsychmed.com)



(434) 328-8787