



Practice Policies

Client age

- We treat adults ages eighteen (18) and older.

Adherence to policies

- We ask that you observe our policies.
- We reserve the right to terminate the treatment relationship for failure to observe our policies, including failure to pay fees or failure to attend scheduled appointments.

Adherence to medical advice

- We work with you to develop treatment plans, and we ask you to follow these treatment plans.
- We reserve the right to terminate the treatment relationship for failure to follow our medical advice.

Safe environment

- We intend to provide a safe environment for clients and staff at our office, free from threats, harassment, or invasion of privacy.
- We reserve the right to decline services, terminate the treatment relationship, and take all appropriate measures to respond to any threatening behavior, harassment, invasion of privacy, or other offensive conduct.

No disability paperwork

- We do not provide medical opinions or paperwork regarding mental health disability for employment, entitlement, or other purposes.
- We may elect to complete paperwork requesting FMLA leave, ADA workplace accommodations, or short-term disability, at our discretion.

No forensic work

- We do not provide medical opinions, court testimony, forensic evaluations, or other medico-legal services.

No fitness for duty evaluations

- We do not conduct "fitness for duty" evaluations for employment, legal, or other purposes.
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Prescription monitoring

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

No early refills of controlled substances

- We ask that you take extra care to keep 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.

Medication refill (other than at time of appointment)

- In general, a medication prescription requires an appointment.
- 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.

Non-urgent phone calls (outside of appointment time)

- In general, non-urgent clinical discussions require an appointment.
- We may elect to discuss some matters outside of appointment time as appropriate.
- Discussions longer than five to ten (5-10) minutes require an appointment.

Initial paperwork

- We use a secure online service called Updox™ for initial paperwork as a new client.
- We require that all initial paperwork be completed prior to scheduling an initial consultation.

Independent evaluation

- When a new client is seen for an initial consultation, we conduct our own independent psychiatric evaluation.
 - Medical opinions may differ. We might not agree with a particular diagnosis or treatment recommendation of a previous provider.
 - We might not prescribe a particular medication that was prescribed by a previous provider.
 - We might ask you to obtain additional psychological testing to confirm a previous provider's diagnosis, such as a diagnosis of ADHD.
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Initial consultation

- New clients are seen for an initial consultation.
- After an initial consultation, it may be appropriate to establish care at our practice, or it may be appropriate to refer you to another provider.

Substance use disorders

- We do not provide treatment for alcohol or substance use disorders.
- We may refer you to other providers for alcohol or substance use disorders.
- We do not provide methadone or buprenorphine (Suboxone) treatment.

Psychotherapy

- We may offer psychotherapy in addition to medication management when appropriate, at our discretion.
- We may refer you to other providers for psychotherapy.

Coordination of care

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

Medicare

- We are not a participating provider in the Medicare network.
- If you are a Medicare beneficiary, Medicare requires that you to sign a document agreeing to pay for services outside of the Medicare network.

Emergency

- If you are experiencing suicidal thoughts or other mental health emergency, please call 911 or go to your nearest emergency room.
- You may also call the National Suicide Prevention Lifeline at 1-800-273-8255 (24 hours a day).
- In the Charlottesville area, you may also call Emergency Services at the Region Ten Community Services Board at (434) 972-1800 (business hours) or 1-866-694-1605 (24 hours a day).

Urgent matters

- For urgent questions about medications or other urgent clinical matters, please call us at (434) 328-8787. If we are not immediately available, please leave a message on our confidential voice mail. We will return your call as soon as possible. After business hours, this number is forwarded to Dr. Chambers or other doctor on call.

Non-urgent communications

- Non-urgent communication may be made by calling our office, leaving a message on our confidential voice mail, sending an email, or sending a secure message through our electronic patient portal Patient Fusion™.
- These messages will be returned in the normal course of business during normal business hours.
- Please be aware that ordinary unencrypted email communication may pose some risks, including potential misdirection to an unintended recipient or potential interception in transit. Please consider communicating any sensitive information by phone or patient portal.

Communications from us

- We send routine administrative communications such as appointment reminders by ordinary unencrypted email.
- Communications of protected health information originated by us will be made by encrypted email through Proofpoint™, secure text through Doximity™, or password-protected PDF, unless you authorize us to use ordinary unencrypted email.

Identification

- To protect against medical identity fraud, we ask new clients to present a government-issued photo ID to verify identity at the time of initial consultation.

Appointment frequency

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

Inactive client

- Any client who has not been seen for an appointment after one (1) year's time will be considered an inactive client.
- Inactive status is grounds for termination of the treatment relationship. To establish active status again, it may be necessary to schedule another initial consultation.

No out-of-state prescriptions

- Due to differences in state law, we reserve the right to decline to send electronic prescriptions, or call in verbal prescriptions, to pharmacies located in states other than Virginia when you are out of state.

No self-adjusting of medication doses

- We ask you to follow our treatment recommendations, including adherence to prescribed doses of medications. Self-adjusting of medication doses is not permitted.
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Changes to Practice Policies:

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

Effective Date: March 31, 2022