Welcome: What to Expect

You sent a request for an appointment on our website. Now what?
You can expect a response via email within 48-hours. If you are a good fit for our practice, we will request information regarding your insurance coverage and availability to schedule an initial intake session.

Once you share the necessary insurance and demographic information, we will add you to our patient portal. You will receive an email from NOREPLY@ADVANCEDMD.COM to register your account. Please check your spam folder if you have not seen the email within 24 hours.

On the patient portal, you will be asked to complete consent forms and a patient history form. <u>We ask that you complete all paperwork and add a credit card on file prior to your appointment.</u> If any of these steps are incomplete 24-hours prior to your intake appointment, we may cancel the appointment. Once these steps have been completed, your provider will send you a portal message confirming your intake appointment day/time and provide a zoom link to join the meeting.

Intake Session Day
Intake sessions are held via telehealth (Zoom) and typically last about 1 hour. If you are a parent with a child who is under 18, your child **does not** need to be present for this meeting. If you are an adult who struggles with significant memory loss or technology use, we recommend a family member or caregiver accompanies you during the intake appointment.

During the intake session, the provider will gather additional information, listen to your concerns, and discuss a plan for testing. Your provider may schedule your testing sessions with you directly during the intake appointment OR after additional follow up information is obtained (i.e., medical records, insurance authorization). After testing has been scheduled, your provider will send you a portal message confirming your appointment dates/times.

Testing Appointments
Testing typically occurs over two, 3-hour sessions. These sessions will take place in our office at The Crown Building (3825 Henderson Blvd) in South Tampa. Once testing has concluded, the provider may schedule your feedback appointment on your last testing day or follow up via the patient portal. Feedback sessions are typically scheduled 3-4 weeks after your last testing session. Your provider will write a comprehensive report of your test results during this time.

Feedback Session
Feedback sessions occur via telehealth (Zoom) approximately 3-4 weeks after your last testing session. You will receive a reminder portal message for this appointment and the zoom link to join the meeting. During feedback, the provider will discuss your test results, diagnoses (if applicable), and treatment recommendations.

After the feedback session, your provider may make any final adjustments or additions to the report. A copy of the report will be uploaded to your patient portal approximately 24-hours after the feedback session. To access the report, login to your patient portal, select the ‘documents’ tab, and find your report under “psych testing report.” Please download the file to view it in its entirety.

Should you have any questions throughout this process, the best way to contact your provider is by messaging in the patient portal. Please note, these messages are not monitored 24/7 and should **never** be used in the case of an emergency. If you are experiencing a crisis or emergency, call 911 or utilize one of the resources below.

a. Crisis Center of Tampa Bay
    i. One Crisis Center Plaza
       Tampa, Fl 33613
       813-964-1964
    ii. https://www.crisiscenter.com/
b. Lifeline – National Suicide Prevention Lifeline
    i. 988
c. For comprehensive source of information about local resources/services call 211