



Clinic Policies

Client age

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

Adherence to policies

- We ask clients to observe our clinic policies, billing policies, and other business practices.
- We reserve the right to decline services or terminate the provider-client relationship for failure to observe our policies.

Adherence to treatment recommendations

- We work with clients to develop treatment recommendations, and we ask clients to follow these recommendations.
- 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.

Safe environment

- We intend to provide a safe environment for clients and staff at our clinic, free from threats, harassment, or invasion of privacy.
- 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.

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 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.

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 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.

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.

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.

No mailed prescriptions for controlled substances

- We will not mail prescriptions for controlled substances.

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.

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.

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.

No methadone or Suboxone

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

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.

Psychotherapy

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

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.

Medicare

- Under Medicare billing rules, Medicare beneficiaries must sign a document agreeing to pay for services outside the Medicare network.

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).

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 us non-urgent communication by email. Please be advised that unencrypted email may not be a secure form of communication. Any email we send to you that may contain confidential information will be sent using an encrypted email service provided by Proofpoint™.

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.

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.

Electronic prescription of controlled substances

- We 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.

No cannabidiol certification

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

No foreign pharmacies

- We will not provide prescriptions to be used to obtain medications from pharmacies located in Canada, Mexico, or other foreign countries.

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 clients are traveling.

No self-adjusting of medication doses

- We ask clients to follow our treatment recommendations, including adherence to prescribed doses of medications. Self-adjusting of medication doses is not permitted.

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: November 12, 2018