



Name:

MR#:
DOB:

Psychiatry Services Information

Rev April 2024

INTRODUCTION

Thank you for taking the time to read this document. It provides you with important information about Chapa-De's Psychiatry Services, including what they are and how we protect your privacy and use your health information. It describes your rights and our obligations regarding the disclosure of your information.

PSYCHIATRY SERVICES

Chapa-De offers psychiatric consultation and medication management services that are coordinated with your primary care provider and/or therapist to provide you with integrated, evidence-based behavioral health care. Chapa-De employs psychiatrists and psychiatric nurse practitioners to provide education about your illness, medications used to treat your illness, supportive counseling, and consultation to your primary care provider. We may ask you to invite a family member or friend to your appointments to help us gain more information about your condition. Your psychiatric provider may order lab work, urine drug screens or diagnostic imaging to see how you are doing and make sure we are giving you the best care possible. If you have a substance use disorder, your provider may work with our substance use disorder team to help you recover. Your provider might also refer you to our Behavioral Health services for individual or group therapy.

PSYCHIATRY SERVICES AVAILABILITY

Psychiatry Services are generally open to provide out-patient appointments Monday to Friday, from 8:00 am to 5:00 pm. Some providers may offer hours that vary slightly. We believe strongly that you deserve the right care, in the right setting, by the right provider at the time it's needed. You can call our main number at (530) 887-2800 to request an appointment. Typically, your first appointment with a psychiatry provider is approximately 60 minutes long; follow-up appointments are shorter. It is important for your health care that you keep your appointments. If you need to cancel your appointment, please call at least 24 hours in advance. This allows us to give your "time slot" to someone else who needs it.

EMERGENCIES

We are not able to provide psychiatric emergency services or after-hours psychiatric services. *Patients experiencing a psychiatric emergency are advised to contact their local county emergency crisis line; go to the nearest emergency room or call 911 in the event of an acute emergency.*

ABOUT THE PSYCHIATRY SERVICES PROCESS

Based on the information you provide and the specifics of your situation, your primary care or psychiatry provider will make treatment recommendations to you. We believe that you are a partner in the therapeutic process. You have the right to agree or disagree with the recommendations of your provider. Your provider will give you feedback regarding your progress and will invite you to provide feedback to him or her.

Every individual is different; therefore, your psychiatry provider cannot predict the length of treatment or guarantee a specific outcome or result. You may discontinue treatment at any time and/or request transfer to another provider if available.

REFERRALS TO OUTSIDE PROVIDERS

Some psychiatric conditions are too severe to treat properly at Chapa-De and must be referred to the County Behavioral Health Clinic or other specialists. Chapa-De does not offer after-hours crisis help or hospital care. If you need these specialty services, Chapa-De will assist you to find them.

CONFIDENTIALITY AND PATIENTS' PRIVACY RIGHTS

We are required by law to make sure that your behavioral health information is kept private and confidential. All information that is discussed during your sessions and conversations with Chapa-De's psychiatric and primary care providers is confidential and may not be revealed by your providers to anyone without your specific permission, except in those instances where disclosure is required by law. These privacy laws protect alcohol and substance abuse information and psychiatry records.

However, psychiatry providers have a mandated duty to report the following information to law enforcement officials, child or adult protective services and intended victims:

- If and when there is reasonable suspicion that a child is being mentally, physically, or sexually abused or neglected;
- If and when there is reasonable suspicion of such abuse or neglect of an elderly or dependent adult;

- If and when you are likely to harm or kill another person or yourself unless protective measures are taken.

There are other situations or times, listed below, that Chapa-De may have to disclose your medical record, including your psychiatry information, to the appropriate officials:

- Chapa-De does not provide court-ordered treatment. However, if you have been ordered to participate in psychiatric treatment and we have been treating you, we may have to provide information to the court;
- If we receive a subpoena issued by a court of law;
- If you are involved in a lawsuit where you are claiming emotional harm, the opposing attorney may subpoena all of your psychiatric records;
- Disclosures to oversight and regulatory agencies, such as the Department of Health and Human Services (DHHS), and to insurance companies for payment purposes, will be made as required by law and contractual agreements.
- Any disclosures required by federal and state law and mandates.

Please note, in order to integrate the care you receive from your Chapa-De healthcare providers, our electronic health record contains all your progress notes, lab results, doctors' orders, consultations and other information. Your Chapa-De behavioral health, psychiatric, medical and dental providers may share your health information between themselves in order to better coordinate your treatment and the different things you need, such as prescriptions and/or lab work. With your permission, we may also disclose psychiatry information about you to people outside Chapa-De who may be involved in your medical or behavioral health treatment after you leave Chapa-De.

TREATMENT OF CONSERVED PATIENTS

The conservator or designee is required to attend all psychiatry appointments and review and sign all documents associated with psychiatric care.

PSYCHIATRIC/MENTAL HEALTH NURSE PRACTITIONERS

Psychiatric providers at Chapa-De may be physicians (M.D. /D.O.) or Psychiatric/Mental Health Nurse Practitioners (PMHNP). If your provider is a PMHNP, please note the below:

Psychiatric Mental Health Nurse Practitioners are a part of the Behavioral Health team at Chapa-De. There are different types of Nurse Practitioners based on their training, experience, and certification outlined below:

All Nurse Practitioners: must first complete nursing school and pass an exam to become a Registered Nurse (RN). Then they finish a 2–3-year masters or doctoral degree program and complete clinical training. They are skilled in diagnosing and treating health conditions. They use a whole person approach to educate patients and prevent diseases.

Supervised NP: are supervised by a physician and use standard processes and guidelines. They may have less than 3 years of experience as a NP.

103 NP: have three or more years of experience as a NP. This NP works in a group setting with at least one physician and surgeon within the population focus of their National Certification. They work under the provisions outlined in [Business and Profession Code Section 2837.103](#).

(https://leginfo.legislature.ca.gov/faces/codes_displaySection.xhtml?lawCode=BP§ionNum=2837.103.)

103 NPs in California have the following additional requirements in practice:

A nurse practitioner shall verbally inform all new patients in a language understandable to the patient that a nurse practitioner is not a physician and surgeon. For purposes of Spanish language speakers, the nurse practitioner shall use the standardized phrase “enfermera especializada.” A nurse practitioner shall refer a patient to a physician and surgeon or other licensed health care provider if a situation or condition of a patient is beyond the scope of the education and training of the nurse practitioner.

CASE CLOSURES

If you and your psychiatry provider agree that psychiatry services are no longer needed or helpful, if your care is transferred to another location, or if we have not seen you for an appointment in one year, your case will be closed. However, if you would like to return you may ask for a new referral at any time and, provided we are accepting new patients, we can schedule you as a new patient with your previous or a new therapist.

BOARD COMPLAINTS

If you believe that a licensee or registrant has engaged in illegal, irresponsible, or unprofessional conduct related to his or her professional responsibilities you may file a complaint with the Board of Consumer Affairs.

If your provider is a physician (M.D. or D.O.) please contact the Medical Board of California at mbc.ca.gov.

If your provider is a psychiatric/mental health nurse practitioner, please contact the Board of Nursing at rn.ca.gov or at 916-322-3250.

TELEHEALTH SERVICES

To better serve the needs of our patients, behavioral health services are offered in person or by telehealth (phone or video appointments which you can hold from your home or other private location). You have a choice about whether you would like an in-person, video, or phone appointment. If you are having phone or video appointments or are considering doing so in the future, please read the below:

1. Telehealth has been found to be effective in treating a wide range of disorders, and there are potential benefits including, but not limited to, easier access to care.
2. You must be in the State of California when participating in a telehealth visit with your provider.
3. You are responsible for ensuring privacy at your location, and the telehealth visit should only be held when you are in a private location where others cannot see or hear you.
4. You should not share your telehealth appointment link or information with anyone not authorized to attend the session.
5. Ensure any virtual assistant artificial intelligence devices, such as Alexa or Echo, are disabled.
6. Do not record, either by audio or video, a telehealth visit unless you notify your provider, and it is mutually agreed.
7. Your provider will not record any telehealth sessions without your permission.
8. There are potential risks to using telehealth technology, including but not limited to, unauthorized access and technical difficulties. Some of these technological challenges include issues with software, hardware, and internet connection which may result in interruption. Your provider is not responsible for any technological problems over which your provider has no control. Your provider does not guarantee that technology will be available or work as expected.

9. Your provider will only use applications/platforms that are compliant with privacy laws.
10. You are responsible for information security on your device used for telehealth. Use of public Wi-Fi for telehealth appointments is not recommended. Consider using your mobile data as an alternative. (Note: you may be charged for data use depending on your cellular plan).
11. You, or your provider, can discontinue the telehealth consult/visit if it is determined by either you or your provider that the connections or protections are not adequate for the situation.
12. During your first telehealth session, you will have the opportunity to ask questions concerning services using telehealth.
13. You may withdraw your consent to use telehealth services at any time without affecting your right to future care or services to which you would otherwise be entitled.