

Policies and Expectations**Attendance policy**

We expect you at your appointments on time so that check in and vital signs can be completed prior to meeting with your provider. If you are more than 15 minutes late, you may be asked to reschedule. Patients under 18 must be accompanied by a legal guardian to every appointment and cannot see a doctor without one.

Follow up needs to be made in accordance with recommendations by your provider at your appointment. When scheduling your follow up, please do so at least a month in advance, as we may not be able to fit you in on shorter notice. If not previously done, consider making your follow up appointment when you pick up your last refill if you will be running out.

If you need to reschedule your appointment, we expect you to call at least two business days ahead of time. A cancellation or reschedule within two business days is considered a no-show. Patients with two or more no-shows in a six month period will be at risk for discharge from the practice. We do make considerations for extenuating circumstances such as road closures, illness, and family emergencies.

If the patient is sick with a fever, vomiting or diarrhea, please reschedule your appointment. If there is respiratory illness, please wear a mask at the appointment, available in the lobby.

Contact between appointments

Please call the office at 307-739-4818, or reach out to us through the patient portal. We will get back to you within a few business days. Please be aware that we do spend some days offsite, and a provider is not in the office every day. Your call back will be from the nurse, as the provider is generally only available for appointments. If you have a complex problem or need a medication change, you may be required to make an appointment to discuss this with the provider.

Refilling Prescriptions

Please call 7-10 days before you need your prescription. We are sometimes offsite and want to make sure that you have your medications in a timely manner. You can also request refills through the patient portal. In order to get refills, you need to be following up with your provider per their recommendations. There will be no early refills for medication non-compliance. Please take medications as prescribed, and call if you have questions or want to make changes.

In the case of stolen medications, we may consider sending a replacement prescription under the following conditions:

- Historical compliance of follow up appointments
- No history of needing early refills
- A police report has been filed and we have been provided with a copy of this report

If this is done, please be aware that we will not do this for you again. Please use increased caution and keep your medications locked up.

What do I do in the event of an emergency?

You have several options depending on the severity and nature of your emergency. Please call 911 or proceed to the nearest emergency room for immediate assistance. Jackson Hole Community Counseling Center also has a free crisis line staffed by mental health professionals 24/7 at 307-733-2046.

Our office does appreciate being notified that a crisis occurred so that we can follow up with you, however we are not the correct resource for an emergency as we are not always available.

Confidentiality

All information between the provider and patient is strictly confidential. Family and caregivers will be included as much as consent is given for a patient over 18 years old. If a patient is under 18 some privacy can be expected, but information will be shared with guardians as needed for appropriate care. Care may be coordinated with other providers such as a counselor, therapist, or school if consent is given. HIPAA allows for coordination of care between health care providers, however written requests must be submitted to obtain physical records.

We may release information if (1) the patient or representative authorizes it with a signature, (2) the provider is ordered by court to do so, (3) the patient represents a danger to themselves or others, or (4) child abuse/neglect or elder abuse is suspected. Medical and mental health professionals are required by law to warn potential victims of threatened physical harm and to inform legal authorities so that protective measures can be taken. Medical and mental health professionals are also required to report suspected child abuse/neglect or elder abuse to the appropriate agencies/authorities.

Records can be requested for yourself or for another provider through our Medical Records department.

Expectations and goals

Mental health is a team effort, and care plans and medication decisions will be made jointly with the provider, the patient, and usually the patient's family or guardian. Other providers may be included as well, such as a therapist, counselor, primary care provider, social worker, case manager, and school staff.

If you choose to pursue care under our providers, you are expected to comply with provider recommendations for follow up timeframes and medications. You may choose to stop or change medications, but these decisions need to be discussed with your provider to make sure that this is done safely. Medications should never be increased or started/restarted without provider approval.

If things are not going well between appointments, please reach out to the office. Modifications to a plan of care may be made and re-evaluated at your next appointment, or we may be able to see you sooner.

Ultimately our goal is to maximize the ability to complete daily activities, succeed in school, and enjoy life. Once stabilized you may see the provider for follow up less frequently, and ultimately you may return to your pediatrician or primary care provider for follow up.

When may I be discharged from this practice?

If the specialized care of a psychiatrist is no longer required, you may be discharged back to your primary care provider. Once the patient graduates from high school, we will help with transition to an adult provider.

We may also discharge patients for the following reasons:

- Two or more no-shows in six months
- Medication noncompliance or abuse