



## Department of Psychiatry

### GETTING READY FOR YOUR INITIAL CONSULTATION

#### **What will happen at my initial consultation?**

During your initial consultation, a Department of Psychiatry provider will ask you questions and review your personal and health history to get a good understanding of why you're coming in to see us and to determine how we can help. This assessment will help us advise you about care options that can best address your needs and personal goals.

#### **What if treatment is recommended?**

If treatment is recommended, we will review the most appropriate services offered here. If appropriate services are unavailable here, we will help identify the specialized services you need and assist you with a referral.

Treatment for your mental health concerns may include seeing a specialist for psychotherapy (talk therapy), medication, or both. As with any specialized care, we will not begin formal treatment without working with you to develop a personalized treatment plan and then obtaining your written informed consent to begin.

#### **What can I expect from treatment?**

Our intention is to provide safe and effective treatment to improve your emotional well-being and functioning as soon as possible.

The research is very clear: treatment is most effective when patients actively participate in their mental health care and when they experience their provider as respectful, caring and professional. You should expect to noticeable benefits of your treatment soon.

Your provider will check-in with you at each contact to assess whether the care you're receiving is making a positive difference in your life. It is best to always let your provider know whether or not you're feeling better able to move on in your life, so adjustments can be made to your care plan as soon as possible.

## What if I have an emergency while I'm in treatment in Psychiatry?

### Non-life threatening emergencies

- During Business Hours – Call the Department of Psychiatry and ask for your treatment provider. If your provider is on leave, you will be referred to speak with our provider on-call.
- After Hours – Call the Department of Psychiatry. Our answering service will help you get connected to our provider on-call.

### Life-threatening emergencies

- Always call 911 or go to the nearest emergency room.

## Your Health Care Information

Care notes and information will be available to your health care team. Your health care team includes any health care provider who is providing medical or mental health services to you. Team members are able to review or share information only when there is a business reason\* to do so as defined by The Health Information Portability and Accountability Act of 1996 (HIPAA).

For example, your family provider will be able to look at your record to determine why you are receiving psychotherapy or medications to avoid complications with other treatment and to support your treatment here. Or, your psychiatry and family provider may speak over the phone to determine the best course of action for medications to improve your care, to order tests, or even to arrange hospitalization.

A member of your health care team who reviews your record must have an appropriate business reason\* for doing so; and, *only review the information and the amount necessary to address that reason*, nothing more, nothing less. SSM Health monitors access to patient records for compliance with HIPAA.

Requests from someone other than a member of your health care team or for reasons not permitted by HIPAA require your prior written authorization.

\* Appropriate business reasons include treatment, payment (information necessary for billing) or operations (to conduct certain administrative, financial, legal, and quality improvement activities of a covered entity that are necessary to run its business and to support the core functions of treatment and payment).

Protected health care information may be released per court order or in situations of potential danger to self or others, including child protection.

## Fees

Fee information is available upon request. Contact Patient Account Services at 608-250-1593

- **Common Psychiatry Service Codes:** 90785, 90791, 90792, 99213, 99214, 99215, 90832, 90833, 90834, 90836m 90837, 90838, 90846, 90847, 90853, 96101.

Your treatment provider can best advise you which codes will likely be used for your care.

- **Insurance Benefit Limits** – Please note that benefits for mental health services may be limited by your health plan, require prior authorization, or there may be a co-pay or co-insurance amount to satisfy. It is your responsibility to understand your health plan benefits for mental health care, and to obtain any required prior-authorization to cover the cost of your care.
- **Fees Not Covered by Insurance** – There are some services that are not covered by most insurance carriers. These typically include evaluations ordered by the court, treatment summary letters, and reports to third parties. If you request such services, you will be billed per our current fees.

## Discharge from Care

While rare, care may be brought to an end while a patient is still in treatment. This can happen when patients miss appointments, have difficulty following prudent treatment recommendations, or for behaviors that put patients or clinical staff at risk for harm or abuse.

*If you have any questions about the information above at any time, please ask your mental health specialist. You're always welcome to speak to the department manager or clinical supervisor as well.*



**Department of Psychiatry**  
**NOTIFICATION OF PATIENT RIGHTS**

*(According to Wisconsin Stat., Sec. 51.30, and HFS 94, Wisconsin Administrative Code)*

*As a patient of SSM Dean Medical Group Department of Psychiatry you have the right to:*

1. Receive prompt, adequate, and appropriate treatment, rehabilitation and /or educational services.
2. Be informed about and participate in the planning of your treatment and care.
3. Give informed consent regarding the following: benefits of the proposed treatment services; the way the treatment and services are to be administered and provided; the expected treatment side effects or risks of side effects that are a reasonable possibility, including the side effects from medications; alternative treatment modes and services; the probable consequences of not receiving proposed treatment and services.
4. Refuse treatment or medication, unless the court has required it or there would be imminent danger to yourself or others without this treatment.
5. Refuse any medication which may be unnecessary or excessive.
6. Be informed, in writing, of any costs of your care and treatment.
7. Have information about your treatment kept confidential, and shared only with other members of your health care team when there is a business reason to do so, as defined by the Health Information Portability and Accountability Act of 1996 (HIPAA). Requests from someone other than a member of your health care team or for reasons not permitted by HIPAA require your prior written authorization.\*
8. Request to see records pertaining to your physical health and medications during the course of your treatment.
9. While you are in treatment, your access to the entire record may be limited if there are clinical reasons to do so. You have a right to know the reason(s) and / or to challenge them through a grievance process.
10. Request to see your entire treatment record after you are no longer in treatment.
11. Challenge the accuracy of any part of your record through a grievance process, and / or submit your own written version to be included in your record.
12. Discuss your rights, or to request additional information about your rights at any time during the course of your care, and, be provided, upon request, a copy of Wisc. Stat. Sec. 51.30, 51.61, and / or HFS 94 of the Wisc. Administrative Code. Copies of the pamphlet, "Client Rights and the Grievance Procedure for Community Services" are available at the Department of Psychiatry reception area.

*\* Protected health care information may be released per court order or in situations of potential danger to self or others, including child protection.*



## **Department of Psychiatry CANCELING OR MISSING APPOINTMENTS**

When you attend and arrive on time for your scheduled appointments, you will receive the greatest benefit from our services. Yet, there may be times when you need to cancel and reschedule your appointment. If you must cancel, we need at least 24 hour notice to make sure we can reschedule another patient. Please read the following information carefully. If you have questions, please ask your provider to answer them.

### **Canceling an Appointment**

- Contact us with at least 24 hour notice (see Clinic numbers below) so we can serve other patients who may need our help
- **MONDAY APPOINTMENTS:** Contact us on the previous Friday before noon.

### **Missing an Appointment** (no show, late cancellation, or late arrival with insufficient time to be served)

- If you miss an appointment, any future appointments with your Department of Psychiatry provider may be canceled; and, your ability to reschedule with your provider may be limited.
- If you have good reason for missing or coming late, please discuss this with your provider as soon as possible.
- You will be given notice if you miss, cancel or arrive late for two appointments with your provider or members of your psychiatry treatment team.
- Your provider or psychiatry treatment team may decide to discontinue further care if you miss three appointments. You will be notified of this decision in writing. You would then need to schedule as a new patient with a different mental health provider.
- If you miss more than six visits with any department provider or if your care has been discontinued for a second time for missed appointments, you may not be able to obtain further care from any SSM Health Dean Medical Group Department of Psychiatry providers. You will be notified of this in writing.

**Appointment Reminder System** – You may sign up for a courtesy appointment reminder call.

To schedule or cancel an appointment with your SSM Dean Medical Group Psychiatry provider, please contact us at the appropriate number below.

### **Department of Psychiatry Appointment Desks:**

1313 Fish Hatchery Road, Madison 608-252-8226  
1821 S. Stoughton Road, Madison 608-260-6006  
752 N. High Point road, Madison 608-824-4777  
10 Tower Drive, Sun Prairie 608-825-3777  
3200 E. Racine Street, Janesville 608-371-8625