



Psychiatric
Research Institute

WELCOME TO THE WOMEN'S MENTAL HEALTH PROGRAM (WMHP)

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THIS IS YOUR PATIENT HANDBOOK

WELCOME....

This handbook is to orient you to our agency policies and services that will help you in your recovery and treatment.

It is our goal to provide you high quality treatment. Our staff is committed to caring for each patient and their individual needs. We believe everyone deserves to be treated with dignity and respect. We are here to help you, yet success of treatment depends on you and your commitment to be adherent with treatment. We provide a safe, structured treatment environment that stresses honesty to assist you in your treatment.

Staff strives to make the experience with the Women's Mental Health Program (WMHP) a positive one. We encourage you to be an active member of your treatment team. If you have any questions, our staff will attempt to answer them thoroughly and expediently. Please remember, the staff of the Women's Mental Health Program are required to follow all Federal, State and other regulatory rules with regard to your treatment.

To have successful treatment, you need to attend all scheduled appointments. WMHP staff will monitor your attendance and treatment. If special needs arise, please notify the clinic. The staff works as a team to provide the tools you need to build a satisfying and healthy life.

The remainder of this handbook explains the program. It is not intended to be a detailed explanation of all policies and procedures. Staff will explain the rules that govern the program as you progress. Staff invites your questions to help increase your understanding.

Women’s Mental Health Program Mission

The mission of the Women’s Mental Health Program is to provide treatment for a variety of conditions, including chronic pain and mental illness with and without substance use disorders, in a safe and friendly environment focused on the safety and well-being of both the mother and fetus with an emphasis on the ability to function in daily life.

HOURS OF OPERATION

The Women’s Mental Health Program administration hours are 8:00 AM to 4:30 PM Mondays through Fridays excluding official state holidays.

CRITERIA FOR ADMISSION

1. The patient is motivated for treatment and recovery.
2. The patient is willing to commit to the full attendance and participation in the program until considered to have achieved successful completion as determined by the treatment team.
3. The patient does not have an unstable psychological impairment that would interfere with the program's treatment goals or deem the patient inappropriate for outpatient treatment.
4. The patient is able to meet the required time and programmatic commitments.
5. The patient is 18 years of age or older.

AFTERCARE / DISCHARGE PLANNING

All participants will have an individualized aftercare plan developed.

FINANCIAL AND BILLING CONCERNS

The Psychiatric Research Institute treats patients without regard to age, race, creed, color, sex, or national origin.

Initial Appointment/Clinic Fees

Typically, a Diagnostic Evaluation is provided on the patient's first appointment. The fee for this initial evaluation is around \$300 and is covered by most mental health insurance plans. However, you should talk with your insurance company to find out if your plan covers this service and to find out if a referral or pre-authorization is required. Return visit fees are generally less than the initial diagnostic evaluation.

Responsibility of Billed Services

Charges incurred for patient care services are considered the responsibility of the patient. Any amounts due for which no attempts are made to make payment will be referred to collection agency.

Payment of Billed Services

Patient will be expected to pay their insurance deductible and co-payments at the time of service as well as any other amounts due from the patient. Payment may be made by cash, check or accepted credit card.

Programs are available for qualified applicants who are unable to meet these financial obligations. A financial counselor can help facilitate applications for Medicaid and the campus discount program as well as assist in developing a treatment plan. To speak with a financial counselor, see the reception desk or call 501-686-7400 (financial assistance application) or 501-614-2160 (payment plan).

Insurance Billing

As a courtesy, UAMS clinics will file most insurance claims. Patients will be required to sign an Authorization and Consent form assigning insurance benefits to UAMS and will need to provide our clinic with sufficient insurance information. Patients may also need to get involved with their insurance carriers to ensure their claims are processed quickly and accurately.

Prior Authorizations

At times, insurance providers require prior authorizations (PA) for medications prescribed. Typically, patient's pharmacy will contact the clinic regarding a request for a PA. We will do our best to complete any PA request within 48 hours after receiving notification.

PARKING AND LOITERING

All WMHP patients must park on Level 3 (P3) Parking One Deck located in the Psychiatric Research Institute. You may have your ticket validated by the receptionist at checkout in order to leave the deck without charge.

No loitering, littering or noise is permitted in the parking deck. You are to leave the clinic and the parking deck after any scheduled appointments unless you are waiting for transportation.

UAMS/PRI is a tobacco free campus; therefore, smoking is prohibited in the clinic parking lot.

PROTECTION AND ADVOCACY SERVICES

Resources regarding dependent care issues, reporting possible abuse, neglect, exploitation, or concerns about client rights include:

Arkansas Department of Human Services: 1-501-682-8650 or on the web at
www.arkansas.gov/dhhs/dhsmail.html

Adult Protective Services: 1-501-682-8941 or 1-800-482-8049

Child Abuse Hotline: 1-501-324-9074 or 1-800-482-5964

Disability Rights Center: V/TTY 1-501-296-1775 or 1-800-482-1174 or
www.arkdisabilityrights.org

Maternal Mental Health Hotline: 1-833-852-6262

National Alliance for the Mentally Ill – Arkansas: 1-501-661-1548 or 1-800-844-0381

National Suicide Prevention Lifeline at 988 via call or text

Substance Abuse and Mental Health Services Administration: 1-800-662-4357

Sexual Assault Center: 1-501-372-2442

INTEGRITY OF DECISION MAKING

The UAMS Department of Psychiatry is proud of our reputation as a trustworthy provider of mental and behavioral healthcare services to families of Central Arkansas and throughout the state. The Department is committed to conducting business activities in an efficient and forthright manner within the letter and spirit of applicable laws and regulations.

CRISIS SERVICES

The Psychiatric Research Institute offers crisis services for patients who experience a crisis after regular business hours, including holidays and weekends. This handout provides you with necessary information about who to call in case of crises.

For those who are in a medical crisis or at imminent risk of harming themselves or others, immediately call 911 and request to go to your nearest emergency room for assistance. The following numbers are also available to those who are having thoughts of self-harm but not at imminent risk:

Arkansas Crisis Hotline	1-888-274-7472
National Suicide Prevention Lifeline	1-800-273-8255 or 988

Patients may also call the main clinic line (501-526-8201) and press the option for after-hours emergencies for current patients.

COMMUNICATION OUTSIDE OF SESSION

Occasionally a patient may need to speak to their doctor or therapist outside of their scheduled appointment. You may call the main clinic line (501-526-8201) during regular business hours. You may also message your provider via MyChart. Providers of PRI are asked not to give out cell phone number to patients. While some providers may give out email addresses or direct phone lines, please understand that these are not monitored during the day, holidays or when a provider is on leave. The email accounts and direct phone numbers can go hours or days without being answered. Please call the main clinic and leave messages for anyone you need to contact or message your provider directly through MyChart.

COMPLAINTS AND GRIEVANCE PROCEDURES

There will be no retaliation for filing a complaint or grievance.

If you have concerns about patient care or safety that PRI has not addressed, you are encouraged to contact the clinic manager at 501-526-8200 or PRI administration at 501-526-8177. You may also contact the Joint commission at 800-994-6610 or the Arkansas Division of Behavioral Health Services at 501-683-6903.

Please be sure to fill out Patient Satisfaction Surveys. This information will be used by the clinic to better understand what we do right and things we may be able to improve upon.

FIRE AND EMERGENCY PLANS

Your primary task in the event of an emergency is to safeguard your own wellbeing.

You should in all cases, be concerned of your own welfare. Please respond quickly, but calmly, to all alarms and emergency instructions from staff.

- A. Fire Alarm: Follow directions of staff.
- B. Power Failure: Emergency system will go on.
- C. Civic Disorder: UAMS Police will be notified.

Women's Mental Health Program Appointment Policies

The Women's Mental Health Program aims to provide all patients with high quality treatment and a positive experience. Our staff is committed to caring for each patient and their individual needs. We believe everyone deserves to be treated with dignity and respect. By providing a safe, structured treatment environment, we stress honesty in assisting you in your treatment. If you have any questions, our staff will attempt to answer them thoroughly and in a timely manner. The Women's Mental Health Program is here to help you; yet, success of treatment depends on you and your investment. We encourage you to be an active member of your treatment team. Doing so, requires that you be motivated toward treatment and have a willingness to commit to full attendance and participation in the program. The above will be expected until you have achieved successful completion as determined by the treatment team.

In order to meet the above goals and objectives, the Women's Mental Health Program has the following policies in place:

❖ New Patient Appointments

- **Late Policy:** For patients who arrive within 20 minutes of their scheduled time, their appointment will be completed within the originally scheduled time (60 minutes). A full assessment and treatment plan may not be accomplished during this appointment, and a second appointment may be needed.
- **No Show Policy:** Patients who no show their initial new patient appointment will not be allowed to reschedule for 3 months.
- **Cancellation Policy:** Patients who cancel with more than 24 hours notice will be allowed to reschedule the appointment for the next available appointment. Patients may cancel and reschedule their new patient appointment a maximum of two times. If they cancel their third new patient appointment, they will not be allowed to reschedule for 3 months.

❖ Follow-Up Appointments

- **Late Policy:** For patients who arrive within 10 minutes of their scheduled time, their appointment will be completed within the originally scheduled time (20 minutes). The provider may not be able to address all patient issues during this abbreviated appointment, and a second appointment may be necessary.
- **No Show Policy:** If a patient no shows more than 3 appointments within 6 months, the patient will be discharged from the clinic. The patient may re-establish care (new patient appointment is required) with the clinic after 6 months from the date of discharge.
- **Cancellation Policy:** Patients should provide more than 24 hours notice of the need to cancel and reschedule an appointment. If a patient cancels and reschedules more than 3 appointments within 6 months, the patient will be discharged from the clinic. The patient may re-establish care (new patient appointment is required) with the clinic after 6 months from the date of discharge.
- **Telemedicine Appointments:** For telemedicine appointments, the patient should be logged into the appointment at their appointment time. If the provider does not join the appointment within 10-15 minutes, please contact the front desk at 501-526-8201. The late and no show policies stated above also apply to telemedicine appointments.

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- Medication Requests: For patients who no show or cancel their appointments, medication requests (e.g., refills, dose adjustments) are at the discretion of the physician.

❖ **Individual Therapy Appointments**

- Late Policy: For patients who arrive within 20 minutes of their scheduled time, their appointment will be completed within the originally scheduled time (60 minutes). The provider may not be able to address all patient issues during this abbreviated appointment, and a second appointment may be necessary.
- No Show Policy: If a patient no shows more than 3 appointments within 6 months, the patient will be discharged from the clinic. The patient may re-establish care (new patient appointment is required) with the clinic after 6 months from the date of discharge.
- Cancellation Policy: Patients should provide more than 24 hours notice of the need to cancel and reschedule an appointment. If a patient cancels and reschedules more than 3 appointments within 6 months, the patient will be discharged from the clinic. The patient may re-establish care (new patient appointment is required) with the clinic after 6 months from the date of discharge.
- Telemedicine Appointments: For telemedicine appointments, the patient should be logged into the appointment at their appointment time. If the provider does not join the appointment within 10-15 minutes, please contact the front desk at 501-526-8201. The late and no show policies stated above also apply to telemedicine appointments.