



Patient Handbook



1520 22nd St.
Columbus, GA 31901
706-223-1933
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Welcome

Thank you for entrusting your health care needs to the providers and staff of Rivertown Psychiatry. We are privileged to be your healthcare provider. As the provider for your mental/behavioral health and addictions, recognizing the need for help is an important first step in your journey to recovery. We pledge to support you and to earn the trust that you have placed in us. We commit to providing services in partnership with you and your family. We encourage and expect your participation in your care. We want to ensure that you are satisfied and informed about your health care. Your health care needs are very important to us, as we are here to serve you. We have designed this Patient Handbook for you and your family. Please take a few minutes to look through this booklet so that you are aware of the services we provide and your rights and responsibilities. We hope that you will find it useful and keep it as a reference guide.

Again welcome to Rivertown Psychiatry!

Mission Statement:

To provide professional and compassionate evaluation and continuing care to adults, children, and families with psychiatric issues in a confidential and caring environment.

Vision:

To be the mental health care provider of choice in our community. To be the leader in providing quality, compassionate patient-centered care to improve the mental health status of those we serve.

Core Values:

1. **Integrity:** We commit to regular self-evaluation of our practice and continuous quality improvement to assure patient safety, and the best possible clinical outcomes. We value sharing information and emphasizing behavior that is consistently honest and reliable.
2. **Compassion:** We focus on an unwavering compassion for every life we touch. We embrace a culture of professionalism with respect for the dignity of all persons.
3. **Accountability:** We value a work environment where providers and staff take ownership of their actions and are empowered to work to their highest potential. We believe our providers, staff, are our greatest asset and recognize and value the contributions of each member of our Practice.
4. **Quality Care:** We offer the most advanced medical care available to the patients we serve. We are committed to the importance of the diversity of our patients, providers, and staff in order to enhance the quality of care we give our patients.
5. **Ethical:** We respect diversity and individuality and hold each patient's unique circumstances at the forefront of clinical care decisions.

Goals:

1. Assist people with mental illness and addiction in leading more productive lives, and to promote mental health through service, advocacy, and education.
2. Maintain financial performance necessary for the continuing provision of quality services.
3. Strive to assure that patients receive services that are individualized and ensure our patients receive quality services in a safe setting.

Services Offered

1. Medication Management
2. Diagnosis and treatment of psychiatric illness.
3. Referrals provided to community services, therapists and available programs for you to utilize.
4. Clearances: We provide psychiatric evaluations/clearances for medical, elective surgical, OB-GYN, women's health and all other physician interventions.
5. Available 'one visit second opinions.'
6. To provide medication management while you continue therapy.
7. Referral to Community Services available as an adjunct to therapy.
8. Evaluation and treatment of behavior disorders.
9. Liaison services between parents and schools.
10. Maintenance of psychiatric services.
11. Suboxone Program
12. Walk in Clinic
13. Urine Drug Screen
14. Continuous Performance Test (CPT Testing)
15. Transcranial Magnetic Stimulation (TMS) (Adults Only)

Insurances

1. We accept GA/AL Medicaid, Medicare, Tricare, Champ VA, The Exchange, and most all commercial insurances. All co-pays, co-insurance, and deductibles must be paid at the time of service.
2. We also take self-pay patients. All payments must be made at the time of service.

Patients' Rights

1. **Access to Care:** Patients shall be free from discrimination based on age, race, ethnicity, culture, language, physical or mental disability socioeconomic status, sex, sexual orientation and gender identity or expression. Patients have the right to refuse services.
2. **Respect and Dignity:** Patients will be treated with dignity and respect.
3. **Privacy and Confidentiality:** The patient has the right, within the law, to personal privacy and information privacy. Rivertown Psychiatry will report child abuse to Child Protective Services and we will report to the proper authorities in the event that we find evidence of elderly abuse. Although HIPAA generally overrides state laws, HIPAA rules do not apply where the "provision of state law...provides for the reporting of disease or injury, child abuse, elderly abuse, or death, or for the conduct of public health surveillance, investigation or intervention" or where state laws are more stringent than HIPAA rules.
4. **Personal Safety and Security:** The patient has the right to expect a safe and healthy environment while at Rivertown Psychiatry.

5. **Identity:** The patient has the right to know the identity and professional status of individuals providing service.
6. **Information:** The patient has the right to obtain from the provider responsible for his/her care, complete and current information concerning his diagnosis (to the degree known), treatment, pain management, and any known prognosis. This information should be communicated in terms you can reasonably be expected to understand. When it is not medically advisable to give such information to you, the information shall be made available to a legally authorized individual. You have the right to receive this information in sufficient time to assist you in making decisions whenever possible. The patient has the right to formally access his medical records.
7. **Communication:** Patients has a right to understand all communication between them and their providers. Regardless of the source of payment for his/her care, the patient has the right to request and receive an itemized and detailed explanation of his/her total finalized bill for services rendered. The patient shall be informed of eligibility for reimbursement by any third-party coverage of services.
8. **Consent:** The patient has the right to reasonably participate in decisions involving his/her health care. To the degree possible, this shall be based on a clear, concise explanation of his/her condition.
9. **Consultation:** The patient has the right to consult with another physician.
10. **Transfer and Continuity of Care:** A patient may not be transferred to another facility unless he/she has received a complete explanation of the need for the transfer and the alternatives to such a transfer. The patient has the right to be informed by the responsible provider or his/her delegate of any continuing healthcare requirements following discharge from other facility. You may be referred to additional services that your provider recommends, but that are not provided here.
11. **Rivertown Rules and Behavioral Expectations:** The patient shall be informed of Rivertown Psychiatry rules and behavioural expectations applicable to his/her conduct as a patient. Patients must bring all prescription medicine that they are taking to each visit. They must be respectful to providers, administrative staff, and to other patients. The patient must be compliant to schedule appointments and follow the instructions on prescribed medicine.
12. **Freedom from Exploitation:**
All patients have the right to be free of any type of exploitation.
13. **Complaint Process:** The patient has the right to file a complaint regarding services and is entitled to information regarding the initiation, review and resolution of such complaints. You will be contacted within 24 hours after your complaint, and it is Rivertown Psychiatry's intent to have a resolution to your complaint within 48 hours. You have the right to receive information about the resolution of your complaint or alleged right infringement.
14. **You have the right to freedom from abuse, financial or other exploitation, humiliation and neglect:** You have the right to make a complaint without retaliation.
15. **Research:** You have the right to refuse to participate in any research conducted by the practice to be notified if such research is offered.

16. **Legal Entities:** You have the right to access legal entities for appropriate representation, to utilize self-help and/or advocacy groups for support and assistance.
17. **Research:** Rivertown Psychiatry does not participate in any type of research.

Complaint and Appeal Procedures:

1. During check out patient survey is readily available for any complaints.
2. Patients can file a complaint on Rivertown Psychiatry's website [www. Rivertown Psychiatry.com](http://www.RivertownPsychiatry.com). The Office Manager will respond within 24 hours to the patient.

Access to After Hour Service: It is the patient's right to have after hour services. If an emergency occurs you may call 911 or contact the GA Crisis Hotline at 800-715-4225 and go to the nearest hospital.

Patient Responsibilities:

1. **Demographics and Contact Information:** It is the responsibility of the patient to keep his/her demographics updated with Rivertown Psychiatry; address, phone/cell number, and e-mail address at all times.
2. **Insurance:** Keeping your insurance active. If you have a primary and secondary insurance it is your responsibility to keep your COB (Coordination of Benefits- informing both insurance of the other) updated.
3. **Co-Pay and Charges:** All co-pays, co-insurances, and deductibles must be paid at the time of service.
4. **Scheduled Appointment:** It is the patient's responsibility to be at all scheduled appointments. You must call within 24 hours of the appointment to cancel or reschedule or you will charged a no show fee.
5. **Compliance:** Taking medication if prescribed by the physician and reporting its effect on you if any. Patient must be honest in matters concerning his/her treatment. Patient must meet whatever financial responsibilities that may incur as it relates to treatment. Patient must be respectful of the rights and dignity of other patients, providers, and staff members.

Discharge:

Patients may be discharged from the practice if the following occurs:

1. You bring a gun or weapon into the office. (You will not be re-instated)
2. If you bring illegal substance, alcohol, or other substances, (OTC meds, Herbal remedies,) into the office. (You will not be re-instated.)
3. If you harm any other patient, provider, or staff member. (You will not be re-instated)
4. If you are not compliant with taking your medication. (You may be re-instated after 3 months with education on the importance of following instructions on taking your meds.)
5. Noncompliance with recommendations like not showing up for appointments made, changing medications without communicating the same to the provider

Tobacco Policy

It is the policy of Rivertown Psychiatry to prohibit the use of tobacco and nicotine products in our building. This is done to reduce tobacco use throughout the Practice and to reduce the risks of disease, passive smoke, and accidents such as fire. No visitor, employee, or patient is allowed to use tobacco or nicotine products in the building. Patients, employees, and visitors must utilize tobacco, nicotine, or electronic cigarettes outside the building in designated smoking area. At no time will non-smoking patients, employees, or visitors be subjected to

passive smoke or vapor from electronic cigarettes. Use of tobacco, nicotine, or electronic cigarettes is discouraged in all clinical settings.

Transition and Discharge

Rivertown Psychiatry's providers determine which persons qualifies that we will serve. Persons who are currently in crisis, and do not present a danger to self, or others and who does not present with acute medical problems. Persons that no longer require full time inpatient psychiatric care, but need more services than are available in the community. Persons that have emotional symptoms that brings about impairment of day-to-day home/work/community life. Persons that are motivated to attend and capable of participating in all phases of their care and exhibits adequate behavioral control, no aggressive or assaultive behavior. Persons that are not actively suicidal or homicidal and medically stable- no medical illnesses requiring inpatient treatment. Rivertown Psychiatry's providers may find it is necessary to transition patients to other levels of care/services as well as transition within the service we provide. We may refer patient to a license counselor for extending therapy sessions or decide that the patient is ready to be discharged. You will be notified of any risk identified that may impact you.

Mandated Treatment

Rivertown Psychiatry **does not** serve persons who are 'Mandated to Treatment.'

Seclusion and Restraint

It is the policy of Rivertown Psychiatry Inc. never to use seclusion nor restraint and to use only de-escalation and emergency interventions in an emergency situation. An emergency is defined as a situation in which a patient is at risk of harming self or others due to violence or aggression. All staff interacting with patients, direct care or front line, shall be trained in approved methods of non-violent crisis intervention. Emergency interventions are defined as briefly holding a person, without undue force, for the purpose of comforting, to prevent self-injurious behavior, or holding a person's hand or arm to safely guide them from one area to the next for further treatment or until law enforcement or other emergency service personnel arrive. Following an incident where emergency procedures are used, the involved staff will document the incident in an encounter in the medical record of the patient using an incident report form.

Advance Directives

Rivertown Psychiatry **does not** routinely give instructions to persons in our care on advance directives.

Assessment

Rivertown Psychiatry completes an assessment on all patients. The documentation process that is used to evaluate and diagnose individuals' overall mental health. The main goal of the assessment is to get a standardized and quantifiable understanding of a person's mental health. These assessments provide results that only take into account the individual that is being evaluated.

Treatment Plan

It is the policy of Rivertown Psychiatry to initiate, develop, implement, and review treatment plans in accordance with state statutes and administrative rules. Documentation of the plan that describes the patient's condition, the expected outcome, and expected duration of the treatment prescribed by the physician. Patients have the right to ongoing participation in their treatment and the right to a reasonable explanation of their treatment plan. The treatment plan is individualized to the needs of the patient.

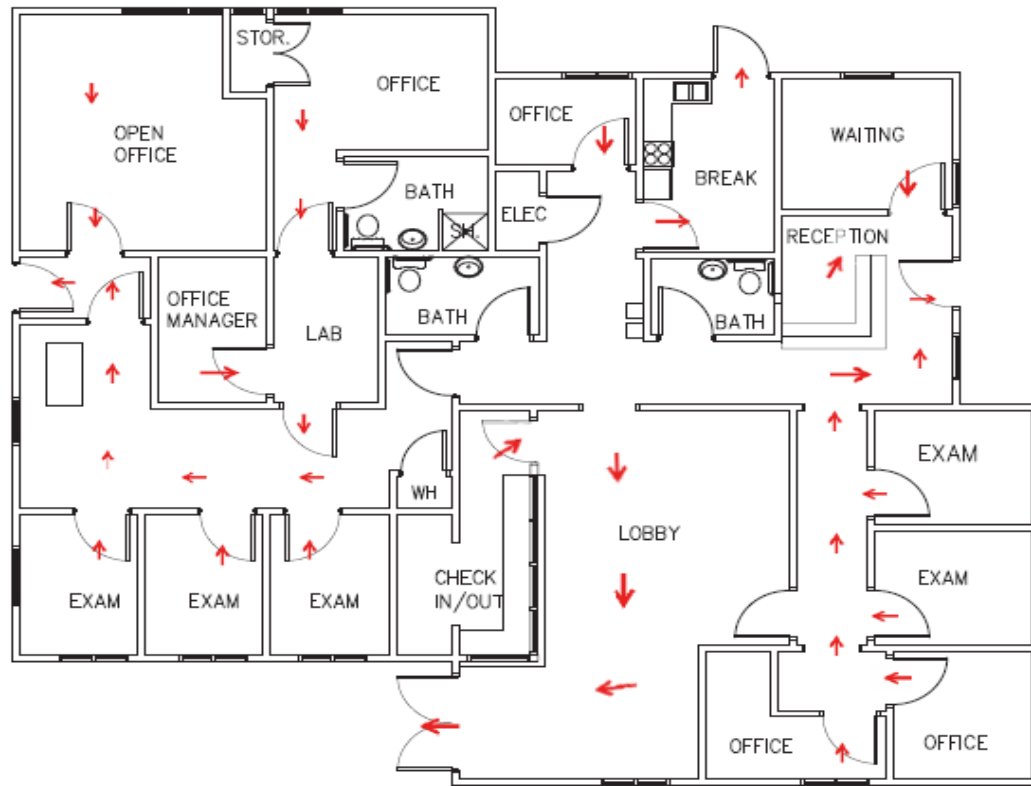
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Family Involvement

Patients and their families can be involved in the care decision process is by making informed decisions whether the patient wants treatment or not. The patient has every right to make an informed decision on the right to determine what treatments to undergo, and this decision of the patient is respected by all Providers at Rivertown Psychiatry.

Floor Plan of Rivertown Psychiatry 1520 22nd St. Columbus, GA 31901

Please become familiar with the floor plan of our building.



1 Floor Plan
1/10" = 1'-0" 1240 SQUARE FEET

Rivertown Psychiatry 1520 22nd St. Columbus, GA 31901

Rivertown Psychiatry is open Monday-Friday 8:00 am until 6:00 pm

Walk in Clinic is open Monday-Friday 8:00 am until 4:00 pm

Saturday 9:00 am until 4:00 pm

Follow Rivertown Psychiatry on Face Book and Twitter

Visit our website at: www.rivertownpsychiatry.com

Sign up for the Patient Portal by clicking the button on the Home page of our website

Phone: 706-223-1933

Fax: 706-223-1934

In the event of an emergency call: 911

Disclaimer: The content of the website and Handbook should not be taken nor relied upon as medical advice on how to treat your specific manifestation of this condition. Rather, by providing context and understanding, we hope that the information provided will empower the patient to be a better partner in his or her own care and will facilitate constructive conversations between patient and physician. The information provided is intended to add to, not replace, conversations between a patient and a physician, as the specific details and the patient's total health situation need to be considered in making the final decisions about treatment.