



Patient name _____
Date _____
MR _____
DOB _____

Collaborative Care Practice Policy

This letter states our guidelines for giving you excellent care. By signing the last page, you show that you understand and accept these guidelines. If you have any questions or concerns, we will be glad to discuss them with you.

Appointments

All appointments are very important. This time is reserved for you. If you cancel with less than 24 hours notice, we cannot offer this time to another patient. At your visits, we urge you to talk openly about your problems. This helps us develop the best plan of care.

At every visit, you and your psychiatrist will make sure you have a clear treatment plan going forward. You will have a copy of changes in medicines, recommendations and plan of care. You will then follow up with FCC psychiatry staff or with the Fairview doctor who referred you.

If you fail to show up or cancel late two times within 6 months, we may refer you elsewhere for treatment.

Emergencies

Fairview Counseling Center (FCC) offers help 24 hours a day for all active clients. You are an active client if you have seen an FCC therapist within the past three months.

- **Daytime:** During office hours (Monday to Friday, 8 a.m. to 4:30 p.m.), call 612-672-6999. We will make a plan to respond to your crisis.
- **After-hours:** After office hours and on weekends, call our after-hours On-Call Crisis Service at 612-672-2733 or 1-800-468-3120.
- **If you have a life-threatening crisis,** call 911 or go to your nearest emergency department.

Medicines

- **Refills:** If you need a refill before your next visit, please have your pharmacy send a fax to the FCC office at 612-672-2691. Do not wait until you run out of medicine. A refill can take 24 to 48 hours to process.

If you are taking a controlled substance, the prescription must be in writing. We prefer that you pick it up at the clinic. Be sure to ask for a refill 7 days before you need it so you do not run out.

- **For facts about your medicine:** Call the pharmacy that filled your prescription.
- **Want to know more about side effects?** Call Fairview's Nurse Advice Line at 612-672-1094, 24 hours a day, 7 days a week.

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Forms and letter requests

We can handle your paperwork (FMLA, short term disability (STD), workability) at your visits.
When filling out paperwork, we do require that you have an appointment.

We are pleased you have chosen to see us for your care and look forward to working with you.

Fairview Counseling Center Psychiatry Services

Patient Name/Signature

Date

Time

Parent/Legal Guardian Signature

Date

Time

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Fairview Counseling Center
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