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GENERAL OFFICE GUIDELINES FOR PSYCHIATRIC SERVICES

Welcome to psychiatric services at MidWest Behavioral Health. Kara J. Antoniak, APRN-NP, PMHNP-BC and Susan E. Gripp, APRN-NP, PMHNP-BC are board certified psychiatric and mental health nurse practitioners who specialize in the evaluation and pharmacological management of mental health disorders. To ensure the most efficient and consistent care, we ask that you review and agree to the following General Office Guidelines.

Scheduling

Please call the office at 402.327.0073 to schedule appointments or make appointments at the front desk. You may also request appointments through our website www.mwbehavioral.com.

Scheduling your next appointment will be discussed with your provider at each visit.

Appointments

If you are more than 10 minutes late for an appointment, you may be asked to reschedule your visit.

Failure to appear for an appointment or cancellation within 24 hours of a scheduled appointment may result in a \$100.00 no show/late cancel charge. Patients who miss three or more appointments without advance notice may be dismissed from care and referred elsewhere.

Medication Refills, Changes and Questions

Requests for medication refills should be made with your pharmacy except for controlled substances (stimulant medications prescribed to treat ADHD). Refills for controlled substances may be called into the MidWest Behavioral Health office, 402.327.0073.

Refills will be authorized and provided only if appointments are current, and the patient has been seen within the required time frame or as instructed by the provider.

Patients must be seen in person before any change in medication can be made.

Authorizations for prescription refills may take up to **48 hours** Monday through Friday or longer if requested over the weekend. Please plan accordingly.

When leaving a request for refill on our voicemail, please provide the following:

1. Patient name and patient date of birth
2. Name and dosage of the medication
3. Desired pharmacy

If any of this information is missing from your message, we will not be able to honor your request.

Calls or messages after 4:00 PM will not be responded to until the following business day.

Communication

You may call the office at any time to leave a message for your provider. Calls are responded to in the order received apart from emergencies. In the case of emergency, your first action should be to call 911 or go to the nearest emergency room.

Calls to your provider will be returned twice per day as schedule allows. In some cases, return calls for non-emergency issues may take up to 24 hours. Calls made after 4:00 PM will not be returned until the following business day.

All patients are allowed access to the secure Patient Portal for electronic communication with the provider. Providers will not respond to clinical matters on outside email such as Gmail or AOL as we cannot be sure of the security and safety of this information. Communications via the Portal may not be viewed immediately and may not be checked on weekends or holidays. This system is best used to communicate non-urgent information.

Communication of urgent matters outside of office hours can be made by calling the main office number, 402.327.0073 to receive directions for reaching the on-call provider after hours. Depending on circumstances, call backs may not be immediate, however, but will occur as soon as the provider is able. If the situation is an emergency, please call 911 or go to the nearest emergency room.

Requests for Letters or Forms

Please allow 7 to 10 days for processing of requested letters or forms. We will make every effort to accommodate your deadlines, but more rapid processing may not be possible. Please plan accordingly.

If you have questions or concerns about any of these procedures or guidelines, please speak with the person at the front desk, call the office at 402.327.0073, or speak with your provider during your appointment.

My signature below is an acknowledgment that I have read and understand the General Office Guidelines and have been given an opportunity to ask questions about the listed policies and procedures.

Patient Name

Signature of Patient or Responsible Party

Date