

Western Psychological and Counseling Services

MEDICAL NEIGHBOR AGREEMENT

The following agreement is intended to guide the referral relationship between **Western Psychological & Counseling Services and Healthcare Provider.**

- 1) Western Psychological and Counseling services (Western) will provide HEALTHCARE PROVIDER with a short professional bio of their clinicians and update when new clinicians are added. Attempts will be made by both groups to have an opportunity for clinicians to meet one another.
- 2) Western will designate a referral contact and backup person at each Western clinic who will respond to HEALTHCARE PROVIDER referrals.
- 3) The XXXXX at HEALTHCARE PROVIDER will serve as the designated contact person for Western. The XXX will help to facilitate the referral process on that end.
- 4) HEALTHCARE PROVIDER refers patients to Western by faxing a referral form that includes name, insurance information, contact information, and a very brief statement of the reason for referral. Relevant documentation from the medical record will also be included.
- 5) Western will contact the patient to schedule an intake assessment. Western will make three attempts to contact the referred patient to schedule an appointment.
- 6) A patient status list will be forwarded to the XXXX at HEALTHCARE PROVIDER at the beginning of each month.
- 7) Western will attempt to schedule patients for an intake assessment that is within two weeks of receiving the referral. If the waitlist for an intake is longer than two weeks, the designated referral contact person will communicate this information to the HEALTHCARE PROVIDER.
- 8) Requests for urgent intakes will be managed on a case by case basis. If a HEALTHCARE PROVIDER provider determines that a patient cannot wait for two weeks to be seen for an intake, they will provide specific information about the presenting issue so that Western can triage accordingly. Examples of reasons a patient may require an urgent intake are limited and may include recent discharge from a psychiatric unit; persistent suicidal ideation (though if patient is at imminent risk, they must be referred to the ED); recent exposure to significant trauma (e.g., sudden death of immediate family member); severe, debilitating depression or anxiety.
- 9) Western will forward a copy of the Diagnostic Assessment Summary by the second or third appointment. Additional treatment updates will occur when there is a notable change in patient status. HEALTHCARE PROVIDER providers can request patient updates at any time.

- 10) HEALTHCARE PROVIDER may request updates from the referral contact and back up person at the Western clinic where the patient is being seen.
- 11) Providers will be alerted in a timely manner of any patient who requires crisis intervention in the form of psychiatric hospitalization, residential or day treatment, drug and alcohol treatment.
- 12) Western providers will be notified in a timely manner of any significant medical emergencies that may interfere with a mutual patient's mental health treatment.
- 13) HEALTHCARE PROVIDER providers will be notified of any patient who is discharged or transitioned to a different Western provider.
- 14) Upon discharge Western will provide HEALTHCARE PROVIDER with a "case closure" or discharge note.
- 15) The HEALTHCARE PROVIDER is integrally involved in the care of our patients and will serve as additional points of contact for Western clinicians. HEALTHCARE PROVIDER providers will be available for clinical consultation regarding concerns that impact or are impacted by mental health issues. HEALTHCARE PROVIDER Health Care nurses can assist in answering questions about a patient's medical condition/care, particularly if a patient's provider is not available to do so.
- 16) HEALTHCARE PROVIDER will have access to medication management services through WP psychiatric providers.
- 17) Western psychiatrists and nurse practitioners are available to HEALTHCARE PROVIDER providers for phone consultation to assist with medication management.
- 18) If a HEALTHCARE PROVIDER provider is managing a patient's psychiatric medications while they are receiving counseling at Western, the provider will fax a note to WESTERN if there are any changes to medications.

XXXXXXX

Daryl E. Quick, Ph.D.
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