

## **Patient FAQ's**

### **Will the parents need to be present during the CPCC appointments?**

Yes, parent participation is required if <18 and encouraged if 18+. The parent and child are typically interviewed together at the beginning of the visit, then the child is interviewed on their own, then the parents on their own, and at the end of the two visits typically the recommendations will be presented to the parent and child together. If the child is very young often the recommendations are simply presented to the parents.

### **How is the appointment conducted?**

The psychiatric consultation appointments are conducted in two separate hour long visits. Once completed Dr. Spottswood compiles her notes from both visits and the completed psych master will be faxed to the referring pediatrician's office for the PCP to review and continue care, typically within 24 hours. The PCP is responsible for ongoing care.

### **What if we have questions or concerns once the consultation is completed?**

Parents should contact the patients PCP with any questions after the consultation is completed. If needed, the PCP will reach out to Dr. Spottswood with follow up consultative questions. Please contact your PCP before contacting CHCB.

### **What if we need to cancel or re-schedule an appointment?**

Please call the riverside scheduling line (802) 864-6309 and request to cancel your CPCC visit. We will reach out to you to re-schedule.

### **What if I would like another consultation visit?**

Please speak with your PCP about any new or remaining concerns. If appropriate, the PCP will send CHCB another referral form and we will reach out to the patient's family to schedule two new consultations visits.

### **Can you self-refer to be seen in the CPCC clinic?**

No, all referrals must come from the patients PCP. Please contact your PCP and have them complete the CPCC referral form and fax this to (802) 540-6848 or email this to [CPCC@CHCB.org](mailto:CPCC@CHCB.org). Once received we will contact you to schedule the two consultation visits.

## **Provider FAQ's**

### **How do I refer a patient to be seen in the CPCC Clinic?**

Please complete the CPCC referral form listed on our website, once completed please fax this to (802) 540-6848 or securely email it to [CPCC@CHCB.org](mailto:CPCC@CHCB.org) .

### **When can I expect to receive the completed consultative note and recommendations?**

The completed consultative note will be faxed to the referring office the day following the second visit with the family. CHCB will contact the office to ensure the completed note was received.

### **How do I contact Dr. Spottswood if I have follow up questions?**

Please email her using secure email or patient initials, her email is included at the end of every consultative note.

### **Can I refer a patient who has already been seen?**

Yes, if you wish to refer a patient who has already completed two consultation visits please complete a new referral form with any new or addition concerns you would like to be addressed and fax this to (802) 540- 6848 or email it to [CPCC@CHCB.org](mailto:CPCC@CHCB.org) . If the patient requires ongoing psychiatric services this recommendation will be made.

### **Is the provider able to join the consultation visit?**

The referring provider is welcome to join the consultation, if this is desired by the PCP, we suggest joining the second session where recommendations are reviewed with the family.