

Welcome to Hennepin Healthcare Child and Adolescent Psychiatry Clinic Clinic Information and Appointment Policies

We look forward to serving your child and family and we will do our best to meet your needs. Below is information that will be helpful for you to know about services and attendance policies.

Scheduled appointments:

We ask that you be courteous to others by coming to your scheduled appointments.

- You are responsible to remember your child's appointment.
- If you need to cancel your appointment, please call 24 hours in advance to cancel: 612-873-2617.
 - If you do not give 24 hour notice, the appointment will be considered a missed appointment.

Missed appointments:

Your appointment will be considered missed if you do not cancel 24 hours before your appointment.

- If you miss 3 scheduled appointments within a year, we will discontinue services and provide you with other community resources for continued care.
- If services are discontinued due to missed appointments, your child will be eligible for services in our clinic again one year from the date of the last missed appointment. In order to reestablish care, you will need to obtain a new referral from your primary care provider and attend a new intake appointment.

During the appointment:

- A legal guardian must come to appointments with their child.
- If you have other children, please make arrangements for another adult to care for them during the appointment time.

Medication Refills:

- **Your child must be seen in the clinic regularly in order to get medication refills. If your child has not seen their doctor in 6 months (or sooner if required by the doctor), we will not refill a medication. Please plan ahead.**

Paying for services:

- We charge for all services provided. If you have questions about what services your insurance covers, please call the phone number on the back of your insurance card.
- Due at time of service: Co-payments and pre-payments.
- If you have any questions related to billing or finances (**612-873-3073**), please ask the front desk for a Financial Services Brochure, or call or meet with a Financial Counselor at HCMC (**612-873-2767**).

As Your Child Turns 18:

Your doctor will help you to transfer services to a psychiatrist specializing in treatment of adults. Our doctors serve patients until they reach age 18 or if over 18, until they complete high school.

Behavior Expectations:

- Our staff will treat your child and family with the upmost respect and courtesy. In return, staff should be treated with courtesy and respect at all times. In order to maintain a safe and therapeutic environment, we may terminate clinical services if patients or family members demonstrate aggressive or disruptive behavior. If services are discontinued due to behavioral concerns, we will provide you with other community resources for continued care.

Termination of Services:

- If your child has not been seen by one of our providers within the past year, they will no longer be considered an active patient. You will need to obtain a new referral from your primary care provider and attend a new intake appointment.
- If you miss 3 scheduled appointments within a year, we will discontinue services and provide you with other community resources for continued care. You will be re-eligible for services in our clinic one year from the date of the last missed appointment. In order to reestablish care, you will need to obtain a new referral from your primary care provider and attend a new intake appointment.
- If services are discontinued due to behavioral issues, you will not be allowed to return to our clinic.

Emergency services:

- Call 911 or go to the closest Emergency Department.
- Emergency Departments with affiliated Child and Adolescent Inpatient Psychiatry Units:
 - Fairview Riverside, 2450 Riverside Ave., Minneapolis-**612-672-6600** (child and adolescent units)
 - Abbott Northwestern, 800 East 28th Street, Minneapolis-**612-863-8633** (child and adolescent units)
 - United Hospital, 333 Smith Ave N., St. Paul - **651-241-8000** (adolescent unit ages 12-18 only)
- Hennepin County Child Crisis Services: **612-348-2233, mobile crisis team response, phones answered 24/7.**

Parent /Guardian

Date

Form Updated: 11/2019