Frequently Asked Questions
Virtual Partial Hospital and Intensive Outpatient Programs

How do I log on every day?

The following link will get you access to our program: https://phpiops.doxy.me. Upon entering the site, you will be prompted to choose which 'waiting room' to enter. Once you choose the appropriate group or provider, you will be brought into the virtual waiting room. When the group or session starts, the provider will bring you in and welcome you!

Please log into your group or individual session <u>at least 15 minutes</u> prior. Staff has been trained to help troubleshoot any technical issues you may have. We will call you if it appears that you are having difficulty connecting or trouble accessing the virtual platform. We appreciate your patience and will work hard to ensure you get the maximum benefit from our telemental health services.

What is the program schedule?
Virtual programming is available Monday through Friday from 9:00 a.m. until 3:30 p.m. There are breaks between group sessions. In addition to group therapy, both PHP and IOP provide individual therapy (once weekly), medication management, treatment planning, discharge planning and an optional family session.

You are expected to attend all meetings and groups on any day you are here unless an exception has been made through the treatment planning process. When you are admitted to the program we commit our time and resources to your care. We expect in return that you will make a similar commitment to the program**.** All planned absences should be discussed and approved by your therapist at least 24-hours in advance. We also expect that you will notify the program prior to program starting on any day that you are unable to attend due to sickness or other emergency.

What should I know about telemedicine / telemental health services?
Telemental health services can be a benefit to you when on site services are not available because of distance, location, time of day or availability of resources. **Benefits** can include:

- Improved Access to Care
- Timely Services
- Improved Coordinator of Care
- Improved Treatment of Care

There are potential risks with the use of telemedicine. **Risks** can include:
- Delays in Treatment due to equipment failure
- Poor picture and delays in video
- Potential Date transmission problems that happen in very rare instances but can lead to a breach of your information

- A lack of information that might be available in a face to face visit but not in a telemental health session, which may result in errors of medical judgment

What should I do before starting into virtual programming?

1) Be comfortable with the device you are using. Ensure there are audio and visual capabilities as these will need to be enabled in order to access the doxy.me site.

2) Check network and/or internet connectivity. Poor service at home can disrupt your ability to connect to the session.

3) Ensure you are alone and in a private and secure location. Make sure you are free from interruptions. Arrange for childcare if necessary.

4) Maintain confidentiality of yourself and others. Utilizing headphones can prevent others from hearing the content of group sessions.

5) Upon entering a group session, please put yourself on MUTE. This will limit disruptions to the group process including background noise. Facilitators will instruct you on how session will be facilitated

6) Log into your session at least 15 minutes prior to the start of your virtual session. If you have any technical issues, please contact us for assistance. A conference call line can be made available if you are unable to connect to the virtual platform.

Who is my doctor? Who will prescribe my medication?
At the time of admission to the PHP/IOP, you will be evaluated by our program psychiatrist or nurse practitioner who will be responsible for prescribing and monitoring your response to medications. You are responsible for taking medications as prescribed. If you have specific questions around your medication, please schedule to meet with medical staff who will assist you. We ask that you let the doctor/nurse practitioner know the name and telephone number of the pharmacy you will be using. We also ask that you use the same pharmacy for filling your prescriptions while you are attending PHP/IOP.

Where do I get my medical care?
The PHP/IOP staff will coordinate your care with your Primary Care Physician and/or other healthcare providers. The medical staff will not be prescribing medications to treat physical health conditions (e.g. pain medications, antibiotics, birth control).

In the event that a serious medical problem occurs while you are attending PHP/IOP, the medical staff will refer you to the emergency room at Saratoga Hospital. You will be asked to sign a release of information that permits communication between Four Winds Saratoga and Saratoga Hospital as part of your admission process to the program. This will allow the program medical staff to coordinate your care with emergency room staff.