

## Patient Manual

### Child & Adolescent Psychiatry Clinic

#### Welcome

We are glad your family is here. Our clinic provides mental health care for infants, children, teens, and families. We work as a team to offer thoughtful, respectful, and trauma-informed care. We are also a training site, so supervised trainees may be involved in care.

#### Clinic Contact Information

Phone: 314-286-1700 (Option 3, then 2)

Hours: Monday–Friday, 8:00 a.m.–4:30 p.m.

Location: 4444 Forest Park Ave., Suite 2600, St. Louis, MO

#### Our Care Team

- *Psychiatrists (MD or DO)* — Medical doctors who diagnose mental health conditions, prescribe medications, and oversee treatment plans.
- *Nurse Practitioners (NPs)* — Advanced practice nurses who evaluate, diagnose, prescribe medications, and provide ongoing care.
- *Psychologists* — Provide testing, evaluation, and therapy.
- *Licensed Clinical Social Workers (LCSWs)* — Provide therapy and help with family, school, and community supports.
- *Licensed Professional Counselors (LPCs)* — Provide counseling and skill-based therapy.
- *Trainees* — Residents, fellows, and students who participate in care under supervision.

#### What to Expect at Visits

You may see more than one provider. Some visits may take longer due to team consultation or teaching. Please bring an updated medication list and questions.

#### Communication

Non-urgent messages are returned within 48 business hours. Medication refills may take 5–7 business days. Forms and letters may take 7–10 business days.



## **Emergencies**

Call 911 or go to the nearest emergency room for emergencies. For urgent after-hours concerns, call 314-454-6000 and ask for the mental health provider on call.

## **Attendance & Cancellation Policy**

Please give at least 24 hours' notice to cancel. A \$35 fee may be charged for missed appointments or late cancellations. Medicaid patients are not charged this fee.

## **Forms & Documentation Fees**

A \$25 fee applies to certain forms such as FMLA, disability, school accommodations, and guardianship forms. Routine letters are usually free.

## **Controlled Medications: Safety & Expectations**

Take medications as prescribed, store safely, do not share, and attend appointments. Providers monitor safety and may adjust treatment if needed.

## **Privacy & Confidentiality**

We protect your child's health information and follow federal privacy laws. Information may be shared for treatment, billing, or safety requirements.

## **Rights and Responsibilities**

You have the right to ask questions and participate in care decisions. Families are responsible for providing accurate information and attending appointments.

## **Our Commitment**

We are committed to compassionate, respectful, and collaborative care.

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