



## Partners for Behavioral Health and Wellness

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## WELCOME TO OUR PRACTICE

### About Us

Partners for Behavioral Health and Wellness is a multidisciplinary organization which includes professionals in psychiatry, neurology, advanced practice psychiatric nursing, psychology, social work, counseling and nutrition. Services are provided to patients spanning the pediatric to geriatric spectrums who have needs for diagnosis, psychological testing, psychotherapy, cognitive behavioral therapy, psychoanalysis, group therapy, family therapy, EMDR, medication and nutrition guidance. We emphasize the enhancement of wellness as well as the treatment of illness. Our areas of expertise include, but are not limited to:

Adjustment disorders  
Anxiety disorders  
Attention deficit disorders  
Autistic spectrum disorders  
Bereavement  
Chronic illness  
Couples therapy  
Eating disorders

Family therapy  
Learning disabilities  
LGBT issues  
Life/professional transition issues  
Mood disorders  
Sleep disorders  
Underachievement issues  
Women's issues

### Our Mission

We, as partners with each other and our clients, come together as a community in the pursuit of clinical excellence. The aim of our community is to treat individuals, couples and families in an environment which supports clients but also clinicians and staff. Kindness, respect and collaboration guide our interactions. It is in creating a healthy environment that healing occurs. We believe the sum of human interaction is so much greater than the individual parts.

### Hours of Operation and After Hours Care

The majority of our providers offer evening, weekend or early morning appointments. Administrative hours are 8:30 .m. to 5:30 p.m., Monday through Friday. **In the event of an emergency at any time, please call 911 or go to your nearest emergency room.**

If you need to reach your clinician during working hours, please call our office at 216.342.5496.

If you need to reach your clinician after working hours, please follow these instructions:

- If your call cannot wait until the next business day, you may call our after-hours service at 440.473.9525.
- If your symptoms have been the same for many days or you need a medication refill, please wait until the next working day to call our office when staff will be available to reach your clinician.
- If you leave a message for your clinician, stay off your telephone so we can reach you.

- Write down your questions before you call so you can describe your situation completely and accurately. Also, have the name, phone number and street address (including zip code) of your pharmacy before you call.
- Be sure to have paper and pen near your phone so you can write down your clinician's instructions.
- It is always best to make the call yourself rather than a friend or relative as you are the one who can best describe your situation. **Furthermore, privacy laws require that a Release of Information be on file for patients 18 years and older in order for another adult to call on your behalf.**

Please remember that there may be a charge for consultation calls after hours.

### **Medication**

Medication is prescribed only after a careful assessment. After the initial prescription of a psychiatric medication, it is extremely important for the patient to have regular follow-up appointments with the psychiatrist or nurse practitioner. This is to ensure that the dosage is appropriate as well as to monitor for side effects.

In order to provide you with safe and proper medical care, prescriptions can only be provided in coordination with regular office visits. Refills of prescriptions will be issued at the time of a follow-up visit with the medical provider. Urgent request for medication refills without an office visit may incur a \$25 administrative fee, non-reimbursable by insurance. Please allow 48 hours to process your request. To check on the status of your prescription, please call your pharmacy. **Refill requests called in by a pharmacy will not be honored.**

### **Psychotherapy**

Psychotherapy involves a relationship with a skilled practitioner who assists the patient in making changes in his/her thoughts, feelings and behavior. This process is a partnership between the therapist and the patient who have equal responsibility in setting treatment goals and in making therapy effective. The patient needs to make every effort to be open and honest, to keep appointments and to follow through with agreed-upon homework and reading assignments.

### **Psychological Testing**

Psychological testing involves the use of specialized tools to gain information about intelligence, academic achievement, personality, perceptual motor skills and other functions. Most tests are administered in a one-on-one setting with a psychologist; however, some tests are self-administered. In all cases, the results of the tests will be individually analyzed and interpreted to you by a psychologist. It is important to be as open and honest as possible in order for the tests to provide the most accurate information. Please note that insurance companies often do not pay for psychological testing or testing supplies.

### **Insurance**

We are members of most insurance panels. Please note that it is the patient's responsibility to contact your insurance or managed care company to obtain initial authorization for services, to ensure the clinician's panel membership and to determine your copayment obligation. In order to obtain insurance reimbursement, you must consent to release information about your care. Please familiarize yourself with insurance policy, including any yearly session limitations.

**Office Procedures and Policies**

Patients (or parents/guardians of minor children) are responsible for the cost of all services provided to them. Partners for Behavioral Health and Wellness will bill your insurance company for you; please inform the office if you do not want your insurance claim sent. **Patients are expected to pay their insurance deductibles and copayments at the time of their appointments.** A non-custodial parent or other party can be billed only if written permission is received.

Patients may be responsible for the full session charge if an appointment is missed or canceled with less than 24 business hours notice. These charges cannot be billed to your insurance company.

To make an appointment, please call the office at 216.342.5496 during business hours (Monday through Friday, 8:30 a.m. to 5:30 p.m.)