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**FAQS**

1. **Who We Are**

Access BHC is a behavioral health practice that provides integrated behavioral health care for a variety of mental health conditions using the Collaborative Care Model (CoCM). The clinic is operated by a team of behavioral health professionals, including psychiatrists, psychiatric nurse practitioners, psychologists, LCSW’s, LMFT’s and other mental health practitioners who work together to provide comprehensive care to patients. Our CoCM practice model allows for easy collaboration within a multidisciplinary team of providers and continuity of care for improved patient outcomes. We are passionate about delivering quality care to patients and building strong relationships within the community.

1. **Our Behavioral Health Services**

We offer full-service behavioral health services tailored to address the needs of the client. Services include a wide range of patient care. Some of the most common behavioral health services we provide include:

* Psychiatric evaluations
* Medication management
* Psychotherapy
* Crisis intervention
* Case Management
* Remote Clinical Supervision

1. **Where Do We Provide Services**

We work with clients in a variety of settings including in the home of the patient, at one of our clinics, at residential care facilities or via telehealth. We have physical office locations in Los Angeles County, Orange County and Riverside County. We serve clients in-person through Southern California and via telemedicine throughout the State.

1. **Who Do We Provide Services For**

We provide comprehensive behavioral health services to a diverse and inclusive range of patients. We serve a broad patient population, addressing a wide spectrum of mental health needs. Our patients span various age groups, backgrounds, and life experiences. From adolescents to adults and seniors, we offer specialized care tailored to meet the unique challenges and circumstances of each individual.

1. **What Is Included In An Initial Needs Assessment Using the Collaborative Care Model**
2. Gather Patient Information
3. Review Medical Records
4. Conduct Pre-Assessment Interview
5. Assess Patient's Mental Health History
6. Evaluate Current Symptoms and Concerns
7. Assess Risk Factors
8. Determine Appropriate Assessment Tools
9. Administer Assessment Tools (e.g., PHQ-9, GAD-7)
10. Evaluate Assessment Results
11. Assess Patient's Functional Status
12. Review Patient's Overall Experience in Care Facility
13. Identify Areas of Concern or Improvement
14. Review Cultural and Social Factors
15. Consider Patient's Treatment Preferences/Options
16. Formulate Initial Treatment Plan
17. Determine Necessity for Medication Management (Psychiatry only)
18. Discuss Treatment Options with Patient
19. Obtain Patient's Informed Consent for Treatment
20. Schedule Follow-Up Appointments
21. Provide Patient with Resources and Support
22. **Collaborate with Interdisciplinary Team and/or Facility Staff any Areas of Concern or Improvement (when applicable to referral source)**
23. **Understanding Our Unique Referral Sources**

Currently Access BHC patients come from a variety of referral sources. Below is a list of referral sources and what is needed under the Collaborative Care Model.

**\*In-Person at the Patient’s Home - Hospice Referrals**

At Access BHC our priority is to enhance the emotional and psychological well-being of patients in hospice care and their families. We approach each assessment with compassion and professionalism, striving to make a positive impact during this challenging time. **We collaborate with any concerns or improvements regarding the patient experience with the Hospice Care Organization in order to improve the patient’s overall well-being.**

We provide our behavioral health services to hospice care organizations with the aim of contributing to the overall comfort, dignity, and emotional well-being of hospice patients, allowing them to navigate their end-of-life journey with greater peace and support. We understand the unique circumstances and sensitivities involved in conducting an initial needs assessment for patients receiving hospice care in their homes. Our approach is rooted in empathy, respect, and a commitment to delivering the highest quality behavioral health services.

Here's how we perform these assessments:

Preparation and Coordination:

Before the assessment, our team communicates with the hospice care provider and the patient's family to schedule a suitable time for the visit. We gather essential background information about the patient's medical condition, mental health history, and any relevant family dynamics.

Comprehensive Psychiatric Evaluation:

During the in-home visit, our experienced behavioral health provider conducts a thorough psychiatric evaluation. We assess the patient's mental health, including their emotional state, cognitive function, and any existing psychiatric conditions. We evaluate the impact of the patient's medical condition and hospice care on their psychological well-being.

Engaging Family Members:

Recognizing the crucial role that family members play in hospice care, we actively engage with them. We provide a supportive and compassionate environment where family members can express their concerns, share their observations, and ask questions. We educate family members about the patient's mental health needs and coping strategies.

Community Resource Referrals:

As part of our holistic approach, we identify any community resources that could enhance the patient's or family members' well-being. We offer referrals to local support groups, counseling services, and community organizations that specialize in hospice care. We assist in connecting the patient and their family to these valuable resources.

Tailored Treatment Plan:

Based on the assessment findings, we develop a personalized treatment plan that addresses the patient's mental health needs, supports family members, and integrates community resources. The treatment plan is designed to enhance the patient's quality of life, alleviate distress, and promote emotional comfort during hospice care.

Regular Follow-Up:

We maintain ongoing communication with the patient and their family, adjusting the treatment plan as needed to ensure it remains responsive to their evolving needs. Our commitment to providing continuous support extends throughout the hospice care journey.

**\*Facility and/or Nursing Home Referrals**

At Access BHC our priority is to enhance the emotional and psychological well-being of patients in hospice care and their families. We approach each assessment with compassion and professionalism, striving to make a positive impact during this challenging time. **We collaborate any concerns or improvements regarding the patient experience with the facility staff in order to improve the patient’s overall well-being.** We are dedicated to delivering exceptional behavioral health services to individuals residing in residential care facilities and nursing care facilities. Our approach to conducting initial needs assessments is rooted in empathy, professionalism, and a commitment to providing comprehensive care.

Here's how we perform these assessments:

Preparation and Coordination:

Before the assessment, our team communicates with the care facility staff to schedule a convenient time for the assessment. We collaborate closely with the facility's healthcare professionals to gather essential medical and psychological background information about the patient.

Comprehensive Psychiatric Evaluation:

During the assessment, our experienced behavioral health provider conducts a comprehensive psychological evaluation. We assess the patient's mental health status, including their emotional well-being, cognitive function, and any pre-existing psychological conditions. We evaluate the impact of the care facility environment on the patient's mental health and well-being and communicate any concerns to facility staff.

Engaging Family Members:

Recognizing the significance of family involvement, we actively engage with family members who are caring for patients in these facilities. We provide a supportive and informative platform where family members can share their observations, express concerns, and seek guidance on providing care and support.

Community Resource Referrals

As part of our holistic approach, we identify relevant community resources that can enhance the patient's quality of life and support family members in their caregiving roles. We offer referrals to local support groups and community organizations specializing in the needs of individuals residing in care facilities. Our goal is to facilitate access to external resources that complement the care provided within the facility.

Tailored Treatment Plan:

Based on the assessment findings, we develop a personalized treatment plan. The treatment plan is designed to address the patient's mental health needs within the context of their behavioral health needs.

**Ongoing Collaboration and Support:**

**We maintain regular communication with both the patient, their family and facility staff, ensuring that the treatment plan remains responsive to their evolving needs. Our commitment to providing collaborative support extends throughout the patient's stay in the care facility.**

At Access BHC our primary aim is to enhance the emotional and psychological well-being of patients in residential care and nursing care facilities, **while also providing valuable insight into the patient’s experience to the facility staff to improve the overall patient experience.** We believe that comprehensive behavioral health services can contribute significantly to the comfort, dignity, and mental well-being of patients in care facilities enabling them to navigate their healthcare journey with confidence and support.

**\*Oxyqual/Apogee Referrals**

At Access BHC we are dedicated to delivering timely and effective behavioral health services to individuals. Oxyqual/Apogee refer patients whose PHQ-9 screener indicates possible depression. We conduct the initial needs assessment for behavioral health services using the convenience of telehealth. Here's how we conduct initial needs assessments, including comprehensive psychiatric evaluations:

Telehealth Preparation: We communicate with the referred patient to schedule a convenient telehealth appointment.

Comprehensive Psychiatric Evaluation: During the telehealth assessment, our experienced behavioral health provider conducts a thorough psychiatric evaluation. We delve into the patient's mental health status, including their emotional well-being, cognitive function, and symptoms related to depression and other mental health symptoms such as anxiety utilizing additional screeners like the GAD-7. We gather comprehensive information, enabling us to develop a precise understanding of the patient's needs.

Community Resource Referrals: As part of our holistic approach, we identify relevant community resources that can complement the patient's treatment plan and provide additional support. We offer referrals to local support groups and community organizations that may improve the patient’s over all well-being care. Our aim is to facilitate a holistic approach to patient care through access to external resources that enhance the patient's well-being and provide valuable support to lives.

Tailored Treatment Plan: Based on the assessment findings and the patient's unique needs, we collaboratively develop a personalized treatment plan. The treatment plan is designed to address the patient's mental health needs effectively through telehealth interventions. We integrate community resources to create a comprehensive and patient-centered plan.

Ongoing Telehealth Support: We maintain regular telehealth sessions with the patient ensuring that the treatment plan remains responsive to their evolving needs. Our commitment to providing continuous support extends throughout the telehealth care journey.

At Access BHC, we recognize that the early identification and treatment of depression are critical for overall well-being. Our approach combines professional expertise with the convenience of telehealth technology to deliver effective assessments, engage family members, and provide access to community resources. We are committed to improving the emotional and psychological well-being of our patients empowering them to navigate their mental health journey with confidence and support.

**\*Online Referrals**

At Access BHC we are dedicated to delivering timely and effective behavioral health services to individuals. Our online marketing efforts result in patient’s contacting us for behavioral health services. We conduct the initial needs assessment for behavioral health services using the convenience of telehealth. Here's how we conduct initial needs assessments, including comprehensive psychiatric evaluations:

Telehealth Preparation: We communicate with the referred patient to schedule a convenient telehealth appointment. We assess the patients appropriateness for telehealth. If a patient is not appropriate for telehealth our staff will refer them out to an in-person provider.

Comprehensive Psychiatric Evaluation: During the telehealth assessment, our behavioral health provider conducts a thorough psychiatric evaluation which may or may not include medication management services. We delve into the patient's mental health status, including their emotional well-being, cognitive function, and mental health symptoms. We utilize additional screeners like the PHQ-9 and the GAD-7. We gather comprehensive information, enabling us to develop a precise understanding of the patient's needs.

Community Resource Referrals: As part of our holistic approach, we identify relevant community resources that can complement the patient's treatment plan and provide additional support. We offer referrals to local support groups and community organizations that may improve the patient’s over all well-being care. Our aim is to facilitate a holistic approach to patient care through access to external resources that enhance the patient's well-being and provide valuable support to lives.

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Ongoing Telehealth Support: We maintain regular telehealth sessions with the patient ensuring that the treatment plan remains responsive to their evolving needs. Our commitment to providing continuous support extends throughout the telehealth care journey.

At Access BHC, we recognize that identification and treatment of depression are critical for overall well-being. Our approach combines professional expertise with the convenience of telehealth technology to deliver effective assessments, medication management where appropriate and provide access to community resources. We are committed to improving the emotional and psychological well-being of our patients empowering them to navigate their mental health journey with confidence and support.