



Psychology & Psychiatry

Operating - Servicing Guidelines

1. Summary of Services:

Behavioral Health Telemedicine Services include the assessment and possible treatment for the following conditions.

- ✓ Addictions
- ✓ Aging & Caregiver Support
- ✓ Anxiety
- ✓ Bipolar
- ✓ Depression
- ✓ Grief & Loss
- ✓ LGBTQ + Support
- ✓ Life Changes
- ✓ Men's Issues
- ✓ Obsessive Compulsive Disorder (OCD)
- ✓ Panic Disorders
- ✓ Parenting Support
- ✓ Phobias
- ✓ Postpartum Depression
- ✓ Relationship Issues
- ✓ Stress Management
- ✓ Trauma & PTSD
- ✓ Women's Issues

2. Service Options:

Psychiatric Sessions: Assessment & Medication Management

- i. **Initial Visit** (minimum 1 hour): First visit for all Psychiatric Sessions
- ii. **Follow Up Visit** (minimum 15 minutes): Subsequent Psychiatric Sessions

Psychologist Sessions: Assessment, Talk Therapy, and Strategy Sessions

- iii. **Consultation** (minimum 45 minutes)

3. **Servicing Details:** (Psychology & Psychiatry)

- Appointments available: Monday – Friday, 8am – 5pm (all time zones)
- No treatment for children under the age of 12
- No DEA controlled substances prescribed
- Members are required to select their preferred Clinician by accessing their online portal
- Consultations are NOT recorded
- Phone and video consultations available

4. **Servicing Guidelines:** (Psychology & Psychiatry)

Conditions **NOT** treated with Behavioral Health services:

- Emergency situations (suicidal, homicidal, self-harm)
- ADHD prescription of stimulant (therapy and non-stimulant medication management are in scope)
- Active hallucinations or delusions
- Substance use in an active medical detox program
- Moderate to severe autism spectrum disorders
- Internationally located patients
- Conditions that require laboratory or diagnostic imaging to determine final treatment recommendations without lab work present for review
- Under the age of 12

5. **Prescription Policy:** (Psychiatry ONLY)

- DEA-controlled substances (ADHD stimulant medications, sleep medications, anti-anxiety benzodiazepines)
- Stimulants (e.g., Adderall, Ritalin, etc.)
- Medications intended for intra-muscular injections.
- Detox Medications (e.g., Suboxone, Methadone)
- Other drugs with potential for abuse, such as muscle relaxants, pseudoephedrine
- Medications that require regular lab work and monitoring (e.g., Lithium, Depakote, Tegretol) when lab work is not present for review.