

# CVHS HEALTH SERVICES

# TELEHEALTH WITH PSYCHIATRIC MENTAL HEALTH NURSE PRACTITIONERS



## PMHNP SERVICES

A Psychiatric Mental Health Nurse Practitioner, or PMHNP, is an advanced practice registered nurse trained to provide mental health services to patients including:

diagnostic assessment, medication management and some therapy.

### Meet CVHS PMHNPs:



Petherree Nissley,  
PMHNP



Loretta Raiford,  
PMHNP

Both PMHNPs see patients 5 years and older.

## TELEHEALTH

Telehealth is behavioral health services delivered using a computer, tablet, or smart phone with audio and video capability. The Psychiatric Mental Health Nurse Practitioner (PMHNP) and the patient are not in the same location, but they can hear and see each other.

The session will have a similar, but not an identical, feel to an in-person appointment.

While telehealth can be convenient, there is the possibility for technical difficulties including: interruption, disconnection, or distortion of audio and/or video. You or the PMHNP may discontinue the session if the connection is inadequate.

If the connection drops while in session, the PMHNP will try to reach you by phone.

## WHAT TO EXPECT

When referred to a CVHS PMHNP, clinic staff will schedule your first appointment for an on-site telehealth visit. This means you will go to your local CVHS site to connect with the PMHNP through telehealth.

At your initial appointment, you will check in with the front desk at your CVHS site as you would for an in-person appointment. You will be called back by a staff person, have your vital signs taken, and be escorted to a telehealth space where you will meet privately with your PMHNP for 60-90 minutes.

Afterwards, you may need to get lab work. You and your PMHNP will decide if your follow up appointment should be at a CVHS site, or if from a location of your choosing using your personal electronic device. You will leave the appointment with a follow up scheduled.

If you use a personal electronic device for your follow up appointment, you should plan to be in a private space with head phones at your appointment time. You will receive reminder calls and texts with a link. Follow up meetings with a PMHNP may last 20-30 minutes depending on the nature of the visit.

Your PMHNP may recommend and refer you for psychotherapy with a CVHS behavioral health clinician (BHC).

In some cases, when a patient becomes stable on their medications, the prescriptions may then be managed by their CVHS PCP. If future medication adjustments are required, the patient could be referred back to see the PMHNP.

# INTEGRATED CARE AT CVHS HEALTH SERVICES

CVHS Health Services promotes integrated care meaning that all patients are encouraged to have regular medical, dental, and behavioral health care as needed; our care is coordinated, and we have a common electronic medical record. Our providers may discuss your health to ensure you get the best care possible.

You must have health care (medical, dental, or behavioral health) established at CVHS to see a CVHS PMHNP. You will be asked to sign releases for any behavioral or medical specialist you see outside of CVHS so that your care can be well coordinated.

If you have follow up appointments from your personal device, the PMHNP could still ask you present to a CVHS site for lab tests, vitals, or injections. She may also discern an unmet medical, dental, or behavioral concern, and she could ask you to have a follow up appointment with a medical, dental, or other behavioral health providers. She may also call on other CVHS health resources such as our pharmacy staff, outreach workers or care coordinators.

## BEHAVIORAL HEALTH CLINICIANS

### **Nora Vassar, LCSW**

Hopewell/Prince George

### **Annetta Williams, LCSW**

Downtown Petersburg

### **Morgan Honickel, LCSW**

Petersburg

### **Michele Johnson, LCSW**

Charles City

### **Melissa South, LCSW**

King William

### **Elizabeth Hirner, LCSW**

Westmoreland

### **Barbara Hiestand, LCSW**

Caroline

### **Crystal Chance, LCSW**

Fredericksburg

### **Angie Harris, LCSW**

Lousia

### **Dr. Jamie Pettus, PsyD, LCP**

Southern Albemarle

### **Dr. David Streicher, PhD, LCP**

Charlottesville

### **Sarah Trimble, LCSW**

Farmville

## PRIVACY

No telehealth sessions will be recorded.

CVHS Health Services uses a secure communication system, but the data security cannot be perfectly guaranteed.

We ask that you plan for the privacy of the session as well by finding a private space to be for the session and using ear phones if you have them.

As always, we will maintain the privacy of your records. But there are limits to confidentiality such as:

**Safety** - If we are genuinely concerned that you are at risk for harming yourself or someone else, we must act to protect your safety. We could call emergency services or your emergency contact.

**Mandated Reporting** - We must by law report any suspected child or elder abuse we become aware of.

**Court Subpoenas** - We must comply with court subpoenas for our records.

## SOCIAL MEDIA

**Social Networking** - It is CVHS corporate policy that providers not accept "friend" requests from current or former patients on personal networking sites (Facebook, Twitter, LinkedIn, etc). Adding patients as "Friends" on these sites can compromise your privacy and blurs the lines of the therapeutic relationship. If you would like to speak with your provider, we encourage you to send any message through the patient portal. This ensures that the provider will see your message, respond, and have appropriate documentation in a timely fashion. If you have questions about this please bring them up when you speak with your clinician.

**Location-Based Services** - If you use location based services on your mobile phone, please be aware that if you have GPS tracking enabled on your device, it's possible that others may surmise that you are a patient due to regular check-ins at our office. Please be aware of the risk associated with auto check-ins.



Nina Ferguson, RN, QMHP  
Behavioral Health Nurse



Tori Pierce, BSW, LBSW  
Behavioral Health Care Coordinator



Monica Kelley, BSW  
Behavioral Health Care Coordinator