

# Frequently Asked Questions

## UMM/Boynton Health Telepsychiatry Program

### 1. Appointment Scheduling

- a. Appointments for telepsychiatry at Boynton Health will be scheduled by the University of Minnesota, Morris Health Services staff. Initial appointments must be scheduled in person accompanied by paperwork. Your first appointment for telepsychiatry is called a psychiatric evaluation. You will meet with a psychiatrist from Boynton Health on the Twin Cities campus of the University of Minnesota from the Health Services office in Morris live, over the computer. The psychiatrist will ask questions to learn about your concerns and obtain relevant background information. Psychiatrists are Medical Doctors (MD's) who specialize in psychiatry and the prescribing of psychotropic medication. The psychiatrist may also offer suggestions about how to address your concerns and may refer you to continue with counseling services and/or other University offices.

#### Services Offered through Telepsychiatry

- Medication Assessment and Management
- Diagnostic evaluation
- Referrals to other campus and community resources and coordination of care.

### 2. If I have a medication issue or side effect following my appointment that cannot wait until my next scheduled visit, who do I contact?

- a. Follow the instructions given to you by Boynton to ask questions through the Point and Click online system. You can ask questions about your medications and your physician may even direct medication changes through this system. If you have a more urgent, immediate reaction to a medication that requires medical attention, please go to your local emergency room on evenings/weekends.

### 3. Do I have to be seeing a counselor in Student Counseling to use telepsychiatry services?

- a. Although not a requirement, individual and/or group therapy can be an effective component of treatment and compliment medications/medication management. Telepsychiatry does not provide regular, individual therapy and these services would instead be provided by Student Counseling located in 235 Behmler Hall. Your psychiatrist may recommend that you also be seen in Student Counseling but you should discuss this with your psychiatrist if you have concerns.

**4. What is a Student Services fee referenced in Boynton's forms?**

- a. SSF, or Student Services Fee is the language utilized on the Twin Cities campus for fee-paying students. Morris students pay a Health and Wellness Fee.

**5. Will my parents find out information about my care since insurance is being billed if my insurance plan is through them?**

- a. As part of insurance billing, copies of medical records and the nature of the treatment being provided will be released to your insurance company. If your parents are involved in paying the bills, information does at times appear on billing statements such as the date of the visit, the general category of services provided and diagnostic codes. Therefore it is possible that your parents or policyholder of the insurance plan would see this information.

**6. ESA Letters**

- a. Telepsychiatry psychiatrists will not be completing emotional support animal letters for Students at the University of Minnesota, Morris. If you would like to discuss the ESA process at Morris, please contact the disability resource center at: 320-589-6178.

**7. Summer Scheduling**

- a. Because UMM Health Services does not operate during the summer, your follow up care from the months of May-August will be determined on a case by case basis depending on your individual medication and mental health needs, the area you reside in and other factors. This will be discussed by you and your psychiatrist as this time approaches.

**8. What if my psychiatrist orders certain labs?**

- a. If your tele-psychiatrist orders certain medical tests or labs, these can be drawn at the local clinic: Stevens Community Medical Center (SCMC) located at 400 E 1st Street in Morris (320)589-1313. Because this is an outside lab, your insurance would be billed separately. Your lab order would be provided via fax to SCMC and they would gather your insurance information when you present to have your labs drawn.