

Medication:

A medication agreement is essential to the trust and confidence necessary in a provider/patient relationship. My provider bases treatment decisions on this agreement.

Prescriptions are provided through electronic or written means at the time of your appointment with sufficient refills, if necessary, to last until your next appointment.

Refills of prescriptions will not be called in or mailed for missed appointments. If by chance you are going to run out before your follow up appointment, please call the office or your pharmacy.

It can take 72 hours for a refill request to be reviewed and completed.

There will be no refills after hours or on weekends.

SAMPLES are a courtesy for patients, but we have a limited supply, thus cannot guarantee we will have samples of your medications. If cost is an issue, please talk with your provider regarding this concern.

Prescriptions for controlled substances (i.e. stimulants, Benzodiazepines, sedatives, etc.) will be made only at the time of appointment.

Patient's medication responsibility:

I understand that the provider will utilize the Prescription Monitoring System to monitor controlled medication use and if it is found that I am obtaining these medications from multiple providers, it is grounds for immediate dismissal from Gaertner Psychiatric, P.C.

I recognize my prescriptions and medications are my responsibility and I must safeguard them from loss or theft. I understand lost or stolen prescriptions or medications will not be replaced.

This practice does not offer pain management. Please refer to your primary care provider or specialist for pain medications.

List of Providers:

W. Ronald Gaertner, M.D.,L.F.A.P.A., A.B.A.M.
In-Patient Services
MWH - Snowden Facility
Adolescent & Adult Services
Richmond Office Location

Rajalla Prewitt, M.D.
Adolescent & Adult Services
Fredericksburg Office Location

Pamela Faulkner, R.N.C.S., A.N.P
Adult Services
Richmond Office Location

Elizabeth Wheatley, D.N.P.,F.N.P.-C., P.M.H.N.P.-C.
Adolescent & Adult Services
Fredericksburg Office Location

Paul M. Colton, P.M.H.N.P.-B.C.
Adult Services
Fredericksburg Office Location

Sharon J. Clarke, M.S.N.F.N.P.
In-Patient Services
MWH - Snowden Facility
In-Office Holistic/Integrated Services
Fredericksburg Office Location

Judith Albert, M.S.N, N.P.-C.
In-Patient Services
MWH - Snowden Facility
Fredericksburg Hospital Facility

Christopher Wheatley, P.M.H.N.P.-B.C.
Family Services
Fredericksburg Office Location



Gaertner Psychiatric, P.C.
Adolescent & Adult Services

603 Jefferson Davis Highway, Ste 101
Fredericksburg, VA 22401
540-372-2028

3721 Westerre Parkway, Ste 7F
Henrico, VA 23233
804-269-4916

Office Hours M-F 9:00 am to 5:30 pm
www.gaertnerpsych.com



Gaertner Psychiatric, P.C. Adolescent & Adult Services

MISSION STATEMENT

- To treat you as a “whole person” and not just a diagnosis.
- To assist in your overall mental health.
- To provide psychiatric care and medication management you can trust .
- To provide outpatient care and support.

Gaertner Psychiatric, P.C. is a full service inpatient and outpatient psychiatric practice serving Fredericksburg and Richmond, Virginia. Gaertner Psychiatric, P.C. provides psychiatric outpatient care, and medication management. Our providers practice a “continuity of care” treatment approach that emphasizes collaboration between you, your psychiatric provider, primary care provider, your therapist, and anyone you choose. Our aim is to help you stabilize your life and move from crisis-living to healthy living.

Scheduling Appointments:

Please call the office (Richmond or Fredericksburg) to schedule appointments. Our staff will be happy to answer any questions regarding scheduling, insurance issues/coverage, fees, or other concerns.

- Please arrive at least 20 minutes prior to your first appointment to complete paper work. If you are an established patient, please arrive 15 minutes prior to the appointment.
- Please make sure we have your most recent phone number on file to ensure appointment reminders
- Rescheduling: Call at least 24 hours in advance to cancel or reschedule your appointment. Failure to comply with this policy will result in a fee of \$40 for a missed appointment. Insurance does not pay for missed appointments. It is the patient’s responsibility.
- Appointment reminder calls are attempted as a courtesy to you, however it is your responsibility to keep track of your appointment dates and times. You will receive a telephone reminder by a voice recorded message to remind you of your next appointment.
- Follow up appointments: We recommend that you schedule your follow up appointment prior to leaving the office to ensure you have a timely follow up appointment for medication refills.

Patient Privacy:

The physician-patient relationship is privileged and confidential. We will not, and cannot, provide information about you to anyone else unless you have provided us with written authorization to do so.

Confidentiality:

There are psychiatric problems which necessitate use of multiple specialties for appropriate treatment. If you have one of these problems, it is essential to your care that your provider is able to talk with the other providers involved in your care. This may include therapists, dietitians and or primary care providers.

Disability Forms and Letters:

Gaertner Psychiatric, P.C., does not determine disability. We report symptoms and response to treatment, including appointment visits to the organization handling your disability insurance.

Forms will not be backdated.

Completion of forms is done as time permits for the provider as their primary responsibility is seeing patients in the hospital and office. Forms and letters may take 10 business days to complete.

- There is a \$30 charge for completion of forms and letters.

Electronic Devices-Cell Phones in Office:

Photo, video or audio recording is not allowed in the office setting. It breaches the confidentiality rights of the other patients and infringes on the privacy rights of the physician and employees. To ensure confidentiality and privacy, any type of electronic recording is strictly prohibited at any location within these offices. Thank you for your understanding and compliance.

Phones should be OFF during appointments.

Fees:

A sincere effort is made to keep down the costs of your medical care. Payment of co-payments and self-pay balances are requested at the time of visit. All patient balances are due within 30 days unless special arrangements have been made.

Insurance:

If your insurance requires a co-payment, it must be made at the time of the visit. Our receptionist will also verify your insurance plan and information to process the charges. In many instances, carriers only pay 80% of an allowable amount. The patient is responsible for all deductibles, co-pays, and any balances after insurance payment up to the allowed amount. The patient is responsible to make sure the provider is in network with their insurance plan as a participating provider.

Referrals:

Many insurance companies require a referral or authorization from your primary care physician. In the event your carrier requires a referral, you and your primary care physician are responsible to ensure our office receives the authorization prior to the office visit.

Telephone Calls:

Please attempt to have routine questions and prescription refills/requests handled during your office visit when your record and history will be immediately available. Our office staff will be able to answer many of your inquiries; in the event they cannot answer your question, the staff member will contact the clinician, then relay an answer to you as soon as possible.

Termination of Treatment:

- Patient non-compliance may result in termination from the practice.
- Frequent missed or cancelled appointments may result in termination from Gaertner Psychiatric practice.
- Termination of treatment by a Gaertner Psychiatric, P.C., provider will be provided in writing by mail.