

JERSEY MEDICAL CARE

COMPASSIONATE MENTAL HEALTH

Welcomes you!

Greetings and Welcome to our practice!

I personally designed this handbook with the intention of creating a useful guide while you prepare for your future appointments in our office.

By reviewing this, you will

- Gain clarity about what to prepare and expect
- Learn tips for effectively communicating with us
- Understand our office policies
- Receive tools & resources to assist in your treatment

Thank you for partnering with our practice as you embark and continue on your journey to mental wellness.

Kind Regards,



Marina V. Plantz
General Manager

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01

BEFORE APPOINTMENT

At Jersey Medical Care, we're dedicated to making the overwhelming process of seeking help for mental health, as efficient and comfortable as possible. To ensure your virtual appointment is an empowering and positive experience, please review the section below. Our team of compassionate experts is ready to provide ongoing support on your journey towards mental well-being.

INFORMATION TO PREPARE

To make the most of your appointment, we recommend that you take some time to gather the following information before your visit.

- Names, dosages, dates of tried and failed psychiatric medications.
- Psychiatric history of self, and immediate family members.
- Reason you are seeking care and your expectations from treatment.
- List of physical and emotional symptoms you are experiencing.
- Prepared list of questions for your clinician.

VIRTUAL CARE HOW TO

Below you will find the steps to take in order to have a successful, uninterrupted, virtual appointment. All patients under the age of eighteen MUST have a parent or legal guardian present and available before or after session.

- Find a safe private space with stable internet connection.
- Click on appointment link 5 minutes prior to appointment time.
- Announce yourself by typing in your first name.
- Wait in the digital waiting room until your clinician joins the session.
- Alert the front desk staff if your clinician is more than 7 minutes late.



Scan QR Code

To watch our telehealth tutorial video.

02

DURING APPOINTMENT

Taking the first step and beginning your journey to mental wellness is monumental! During your first appointment, also known as an intake or new patient appointment, here are a few things you can look forward to:

FIRST MEETING EXPECTATIONS

Your first appointment will last 45-60 minutes. Here is what you can expect:

- Your provider will meet you on the screen, introduce themselves, and their qualifications.
- Your clinician may ask detailed questions about how you are feeling and your symptoms.
- Your clinician may ask you about your relationships, marital status, and education history.
- Your clinician will partner with you to establish your goals and determine your treatment.
- Your clinician may explain the directions for the medication you are now prescribed.
- Your clinician will indicate when they would like to see you for a follow-up appointment.
- Your clinician may order urine or bloodwork labs to assist with treatment and diagnosis.
- Your clinician will answer any questions you have about your new treatment plan.

notes

03

AFTER APPOINTMENT

You have now completed your first visit with your clinician at Jersey Medical Care. Here are some steps we recommend you take immediately after your first appointment.

HOW TO SCHEDULE FOLLOW-UP

Take these steps to schedule a follow up appointment with your clinician.

- Determine the day of week and time you are available for a 15-30m meeting with clinician.
- Text 732-707-4100 and ask to schedule a follow-up appointment with clinician or
- Call 732-707-4100 Ext 100 and ask to schedule a follow-up appointment.
- Always schedule your appointments 2+ weeks in advance. We book up quickly.
- Be aware that urgent appointment due to your lack of planning may not be available.

COORDINATION OF CARE

Our clinicians are dedicated to providing you with compassionate and comprehensive care, which may involve collaborating with other healthcare providers involved in your treatment. This may result in additional costs which will be discussed with you prior to billing. Your written consent will be requested before proceeding.

PAPERWORK REQUESTS

Our clinicians collaborate with our highly trained administrative staff to complete requested forms, letters, and paperwork requests.

Please consider the following information before requesting forms, letters, or records:

- Paperwork processing time is between 5-7 business days. Please plan accordingly.
- Payment for all letter and form services are required prior to release of documentation.
- Your clinician may require corroborative meetings to further assist you with certain forms.
- Disability forms may require additional labwork prior to processing.
- Record requests are processed within 30 days and require a written request and photo ID.

LABWORK ORDERS

Lab work in the form of blood or urine tests may be ordered to assist your clinician in establishing your baseline, or rule out potential causes for your symptoms. Lab work may also be ordered to comply with federal and state regulations that govern our practice.

In the event your clinician refers you for lab work, here are 5 things to note:

- Our team sends lab slips as encrypted attachments via email unless otherwise directed.
- Some lab requests are mandatory to complete prior to your next visit.
- It is important for you to confirm if your insurance has a preferred in-network lab.
- Your clinician may request to meet with you for a 15 minute lab review appointment.
- All results should be sent to us by your lab within 7-10 business days in most cases.

GENETIC TESTS

Jersey Medical Care partners with Genesight to provide genetic tests if they are deemed medically necessary to establish or adjust your treatment plan.

In the event your clinician refers you for a genetic test, here are 5 things to note:

- You have the right to decline the recommended Genetic test.
- Jersey Medical Care is not responsible for billing your insurance for Genesight services.
- Test kits are mailed to your house with instructions and pre-paid envelopes for easy return.
- Results may help reduce medication trials that may not show efficacy in treatment
- All results should be sent to us by your lab within 7-10 business days in most cases.

notes

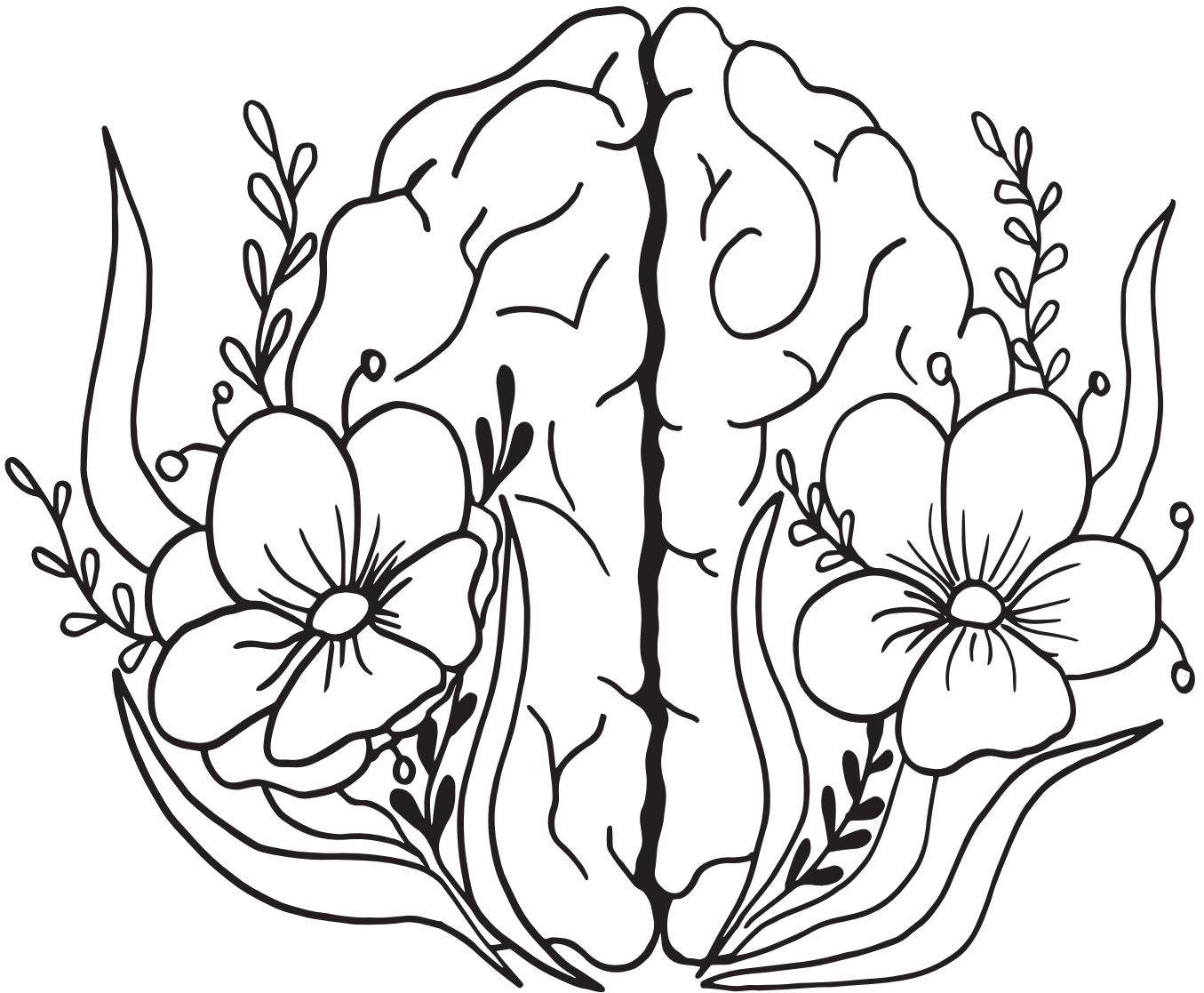
Color Outside the Lines

Challenge yourself to color outside the lines, add new lines, and expand this image to fill this entire page.



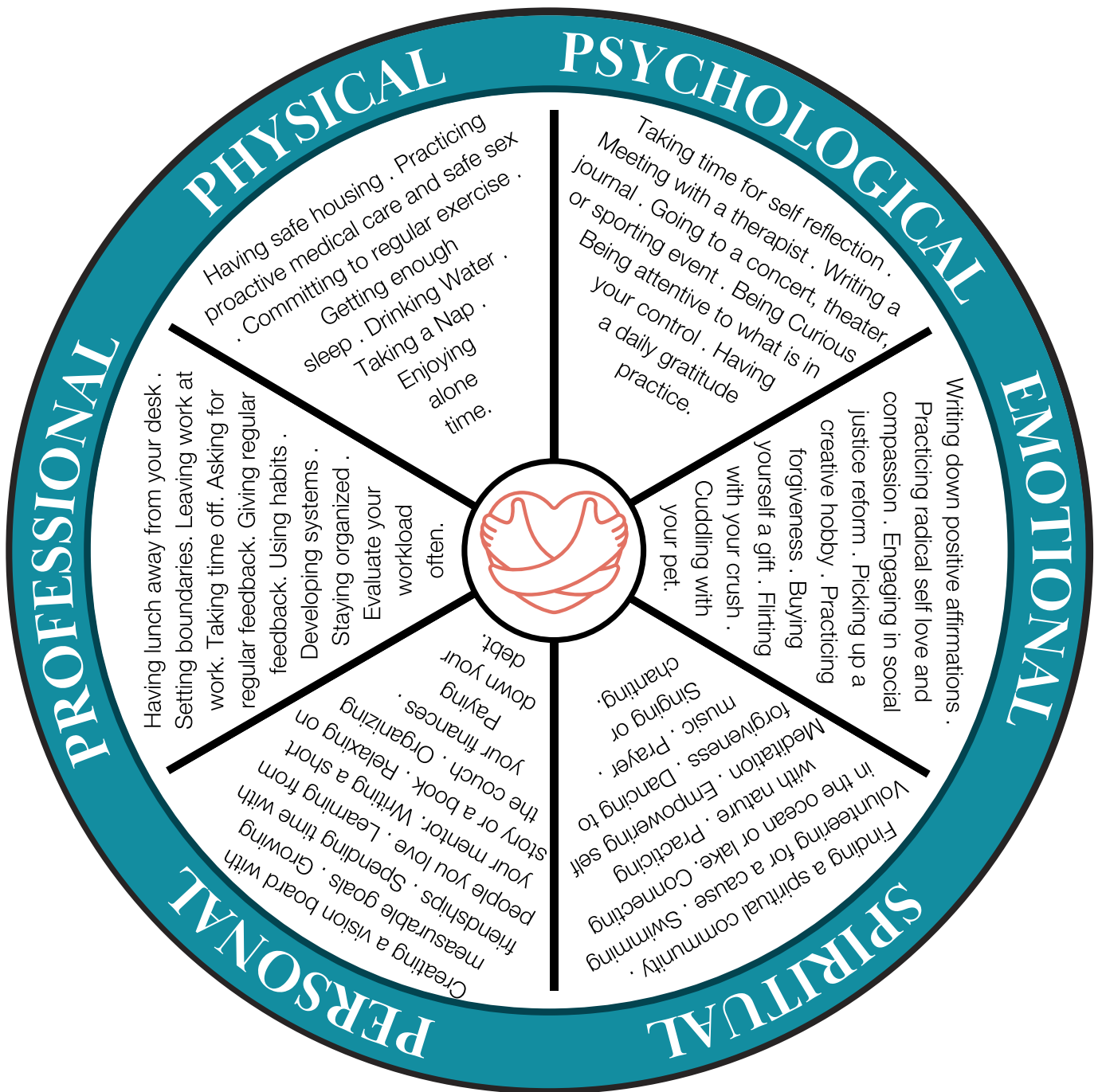
Get Creative

Fill the spaces around and inside the brain with positive affirmations, inspiring colors, and favorite quotes. Use mixed media.



Choose Self Care

Self-care is a vital aspect of mental health use a self-care wheel can help you identify and prioritize the areas of self-care that need more attention.



Plan Self Care

DAYS	SELF CARE ACTIVITIES
MON	
TUE	
WED	
THU	
FRI	
SAT	
SUN	

I AM GRATEFUL FOR	
1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

WEEK REVIEW		

Safety Plan

1

My warning signs are:

*These can be thoughts, feelings or behaviors that tell you, you are at risk.







2

My effective coping strategies are:

*These are things you can do to help lift your mood, like meditation or exercise.







3

People I can reach out to for distraction:

	<input type="text"/>		<input type="text"/>
	<input type="text"/>		<input type="text"/>
	<input type="text"/>		<input type="text"/>

4

People I can reach out to for help:

	<input type="text"/>		<input type="text"/>
	<input type="text"/>		<input type="text"/>
	<input type="text"/>		<input type="text"/>

5

Steps I can take to make my environment safer.

6

In the event of a crisis:

Call Emergency Contact #1:

Call Crisis Hotline: 988

Call Emergency Services: 911



05

IMPORTANT INFORMATION



Scan QR Code
To visit our FAQ page.

CONTACT CHART

Here are the best practices of contacting Jersey Medical Care.

DEPARTMENT	METHOD	CONTACT INFORMATION
Admin	Text or Call	732-707-4100 (Ext 100)
Billing	Call	732-707-4100 (Ext 204)
Clinical	Email	clinician@jerseymedicalcare.com
Management	Email	management@jerseymedicalcare.com
Scheduling	Text or call	732-707-4100 (Ext 100)

ACCEPTED INSURANCES

To ensure your clinician has in-network participation in your policy, please call the customer service phone number listed on the back of your insurance card.



CLINICAL AND CLERICAL FEES

Please review the charts below to stay aware of fees for out of network visits or clerical requests not covered by your insurance at Jersey Medical Care.

CLINICAL	FEE AMOUNT
Initial Evaluation (MD)	\$375
Medication Followup (MD)	\$175
Initial Evaluation (NP/ PA)	\$325
Medication Followup (NP/ PA)	\$150
Initial Evaluation (Therapist)	\$250
Therapy Follow-up (50 Min)	\$150
Life Coaching (60 Min)*	\$125
Career Coaching (90 Min)*	\$125

*Life Coaching is not considered a clinical service. A referral letter from your clinician may be needed prior to starting these services.

CLERICAL	FEE AMOUNT
Initial Evaluation No Show	\$175
Initial Evaluation Late Cancel	\$175
Medication Followup No Show	\$75
All Followup Late Cancel	\$75
Online Disability Submission	\$30
Letter 1-2 Pages	\$30
Letter Paperwork 3+ Pages	\$150

Please call 732-707-4100 x 204 or email billing@jerseymedicalcare.com with financial questions. You will receive a response within 48 business hours.

JERSEY MEDICAL CARE

COMPASSIONATE MENTAL HEALTH

Reminds you that

**YOU ARE
NOT
ALONE
IN THIS**



Scan QR Code
to schedule your
appointment online.