

Psychiatric Services Team

Northern Lakes CMH Authority's (NLCMHA) Psychiatric Services Team includes psychiatrists and nurses who provide:

- **Psychiatric Evaluations** and follow up care focused on relevant diagnoses, overall treatment planning, and medication management
- **Nursing Services** to support your Psychiatric Services and overall care
- **Coordination and collaboration** with other NLCMHA providers, including therapists, case managers, psychologists, and others
- **Care coordination** with your primary care provider
- **Telemedicine** services

What to bring to your appointments

- Your medication and allergy list (and/or medication bottles, including over the counter medications)
- Natural supports, such as family members, friends and/or your Guardian (if applicable)
- Notes from your primary care provider and any other providers whom you see
- Other documents you would like your NLCMHA providers to review

Whom to Contact

If an individual is at immediate risk of seriously harming themselves or someone else call 911

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For crisis call 1-833-295-0616 (TTY 711)

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To access services call (231) 922-4850 or 1-800-492-5742 or one of the four offices listed below

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To access Substance Use Disorders Services call NMRE 1-800-834-3393

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For Customer Services call 1-800-337-8598

OFFICE HOURS MONDAY-FRIDAY 8 AM-5 PM

105 Hall Street, Suite A Traverse City, MI 49684 (231) 922-4850	2715 South Townline Road Houghton Lake, MI 48629 (989) 366-8550
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527 Cobb Street Cadillac, MI 49601 (231) 775-3463	204 Meadows Drive Grayling, MI 49738 (989) 348-8522
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www.northernlakescmh.org

If you speak a language other than English, language assistance services, free of charge, are available to you. Call Customer Services 1-800-337-8598 (TTY 711).

Northern Lakes Community Mental Health Authority (NLCMHA) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NLCMHA is a member of Northern Michigan Regional Entity (www.nmre.org) and receives its principal funding from the Michigan Department of Health and Human Services.

This information was reviewed by consumers.

January 2022



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www.northernlakescmh.org

Reminders

- If you need to cancel your appointment, please provide at least two (2) business days notice.
- If you need a medication refill, please allow for up to three (3) business days for processing.
- Keep your medications out of the reach of children.

Telemedicine at NLCMHA

Telemedicine is where trained health professionals use audio-video calls through a secure and private internet connection to meet with people who need health care. As COVID-19 has demonstrated, telemedicine has become an important tool to increase access to quality health care, including mental health care, especially for those who live in underserved and rural areas.

What does Telemedicine look like?

For your first visit, you will have an appointment scheduled with one of our psychiatrists at your local Northern Lakes office. Our nursing staff will check you in, obtain your weight, blood pressure, and pulse. They will speak with you about any questions or concerns you may have regarding your physical or mental health. You will then be escorted to your psychiatrist's office for a private video session with the psychiatrist. The psychiatrist will be in contact with our nursing staff to assist with your care. Your psychiatrist will see you, speak with you, refer to your health records, collaborate with your other health care providers, provide care and, if necessary, prescribe medications.

For routine follow-up care, you will have the option to be served from the comfort of your home for private video visits through your smartphone. If necessary, you also can be served by telephone or by video visits at our offices. We use a blend of different technologies to best serve you.

Common Questions

Is this being recorded?

No. NLCMHA uses a private and secured internet connection and your session is never recorded.

Who can I bring along?

Anyone you wish! We encourage you bring any natural supports such as your family, friends, guardian (if applicable) or others, including other NLCMHA staff involved in your care.

What technology do you use?

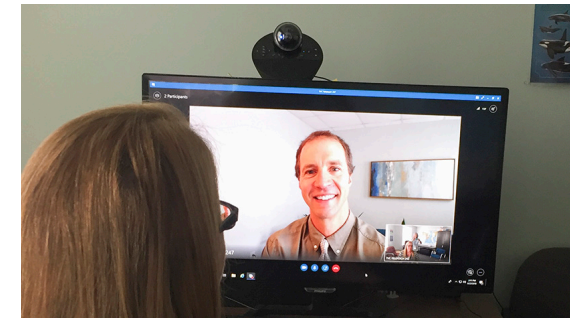
For video visits to your smartphone, we use Doximity Dialer Video. Your psychiatrist will text you an invitation for a private and secure video visit. There is no need to download any software or create an account. It's typically easy to use!

Will I ever see my psychiatrist in person?

NLCMHA uses a mix of psychiatrists providing in-person care as well as telemedicine visits. Some offices use telemedicine more frequently than others, and the COVID-19 pandemic has allowed us to serve patients more effectively by using a variety of tools.

Whom to call with questions

If you have any questions, please call any office. Front office staff will be able to assist you and link you to Psychiatric Services staff if needed.



Improved Quality

Studies have consistently shown that the quality of health care services delivered via telemedicine are as good as those given in traditional in-person consultations.

Source: www.americantelemed.org