35 Rock Pointe Lane, Warrenton, VA 20186
www.fauquierfreeclinic.org
Phone: (540) 347-0394
Fax: (540) 349-3262

Welcome to the Fauquier Free Clinic! We serve the Fauquier and Rappahannock communities by providing medical, dental, and mental health care to underserved residents.

Our providers see patients by appointment on weekdays. Please call (540) 347-0394 and press 1 to schedule an appointment. If you have a medical or mental health emergency, call 911 or go to your nearest emergency room. Call us after any emergencies to schedule a follow-up appointment.

Check in with our team when you arrive in the lobby. We strive to see our patients quickly. Please remain in the waiting room until a staff member comes to get you. After your appointment, there may be a short wait for prescriptions or orders. We appreciate your patience. Stop at the window on your way out for any arrangements and to make a follow-up appointment.

For the safety of our patients and providers, patients who suspect they may have a contagious disease should call to let us know before arriving for the appointment. Patients who appear to be under the influence of drugs or alcohol may be rescheduled to a later date.

MEDICAL CLINIC SERVICES

Our medical clinic works like any regular doctor's office and can help with treating both short- and long-term conditions. When we can't help, we can often refer you to a specialist who can.

Please arrive 15 minutes before your scheduled appointment time or 30 minutes before if you are a new patient to allow time for check-in and registration. If you cannot make your appointment for any reason, call us to cancel as soon as possible. If you do not cancel the appointment, you will be considered a no-show. Patients with three no-shows in a six-month period will need to meet with the Administrative Coordinator and may face scheduling restrictions.

MEDICATIONS, TESTS, AND REFERRALS

At the time of your visit, a nurse will provide information on any prescriptions or lab, imaging, or specialist referrals ordered by your provider.

Patients who pick up medications at the clinic should call (540) 347-0394 14 days before a refill is needed. Medications can be picked up Monday through Thursday between 9am and 3pm.

We will call you with any test results. If we cannot reach you, results will be mailed to your address.

If you have an appointment with a specialist after being referred by the Free Clinic and cannot make the appointment, please contact their office directly to cancel and contact us if you need help rescheduling.

DENTAL CLINIC SERVICES

We provide cleaning and preventative care, comprehensive exams, fillings, extractions, and dentures. Please call (540) 347-0394 and press 2 to reach our dental clinic desk.

Please arrive 15 minutes before your scheduled appointment time. If you cannot make your appointment for any reason, call us to cancel as soon as possible. To provide the best care for our patients, we have instituted a confirmation policy. Our number one priority is to care for our patients in a professional and compassionate manner and we want you here for your appointments.

We send appointment reminders out by text and email several days before your scheduled appointment. You may confirm your dental appointment via text, email, or by calling the office. If we do not get confirmation from you, we will give you a courtesy call the morning before our scheduled appointment to confirm before cancelling your appointment. If we do not get confirmation by noon the day before your appointment, it will be canceled. You are welcome to call back and schedule at your convenience.

If you confirm and do not arrive for your appointment within 15 minutes of your appointment time, or if you cancel your appointment the same day, we will consider you a no-show. After three no shows in a six month period, you will only be able to schedule dental appointments on Thursday evenings or be added to a wait list.

MENTAL HEALTH SERVICES

We offer counseling and psychiatry to our patients through telehealth appointments, with a limited number of in-person appointments available. Any adult who is eligible for the Free Clinic can access our mental health services. Please understand that if our team is concerned about anyone's safety or about their mental health status, we will approach and ask about our concerns, even for guests or family members.

Please arrive (or if seeing a provider from your own device, log-in) 15 minutes before your scheduled appointment time.

Collaborative Mental Health Services at Fauquier Free Clinic
Informed Consent for Services About the Therapeutic Relationship

The main purpose of this service is to increase access to behavioral healthcare for uninsured patients and individuals who qualify for FFC services. This purpose is accomplished by:

1. Increasing personal awareness of obstacles and strengths.
2. Identifying specific and individualized goals.
3. Taking personal responsibility to make the changes necessary to attain your goals.
4. Utilizing all available community and self-help resources.
5. Implementation of integrated mental health care services in primary care settings.
6. Use of tele-health and/or local (volunteer) mental health services.

The relationship between Mental Health Professionals and patient provides the safe space through which patient change can take place. As such, it is often one in which close emotional bonds develop. It is also a professional relationship, in which appropriate boundaries must be maintained.

Typically, the therapeutic relationship begins when treatment begins (at the initial visit) and ends when treatment ends (upon termination visit). Although this is sometimes difficult to understand, it is a necessary requirement for maintenance of the therapeutic environment. As such, your therapist cannot be expected to be involved in a social relationship or friendship of any kind that exists outside of the therapy room.

It is important to develop a treatment/service plan so that both the clinical team and the patient know what goals are being addressed. Usually the first sessions are understood as assessment sessions during which time we need to decide what the issues will be addressed and what kind of interventions will be best for you. At times you may be asked to complete assignments outside of the therapy hour. You are expected to take an active role in the therapeutic relationship, which includes regular feedback to your Mental Health Care Professional and Mental Health Care Coordinator as to your progress and needs.

About Tele-mental Health

Tele-mental health is the delivery of mental health services using interactive technologies (use of audio, video or other electronic communications) between a practitioner and a patient who are not in the same physical location.

Electronic systems used will incorporate network and software security protocols to protect the privacy and security of health information and imaging data, and will include measures to safeguard the data to ensure its integrity against intentional or unintentional corruption.

These services rely on technology, which allows for greater convenience in service delivery. There are risks in transmitting information over technology that include, but are not limited to, breaches of confidentiality, theft of personal information, and disruption of service due to technical difficulties.

Confidentiality

Issues discussed in therapy are important and are generally legally protected. Confidentiality is defined as not telling what is discussed in session, whether it be a one-on-one session or a group session with others. However, there are limits to the privilege of confidentiality. These situations include:

1. Suspected abuse or neglect of a child, elderly person or a disabled person.

2. When it is believed a patient is in danger of self-harm.

3. If a patient intends to physically injure someone, the law requires Fauquier Free Clinic or other clinical staff to inform that person as well as the legal authorities.

4. If ordered by a court to release information.

Each patient and/or guardian will be asked to sign a Release of Information so that your provider(s) may speak with other providers that are not part of Fauquier Free Clinic (ex., social workers, employers, past providers) as appropriate.

Fauquier Free Clinic's mental health services are provided in person by local volunteers as well as via remote telehealth with licensed mental health providers through contractual agreements with various vendors as well as partnership with the Virginia Telemental Health Initiative. By providing Fauquier Free Clinic access to their services, our vendors are acting as a business associate as

defined in the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Public Law 104 191 and regulations promulgated thereunder by the U.S. Department of Health and Human Services. The nature of this relationship between Fauquier Free Clinic and our vendors involves the exchange of Protected Health Information as that term is defined by HIPAA.

Fauquier Free Clinic offers collaborative mental health and medical services. This means that a patient's FFC medical, dental and mental health providers will have access to review all mental health, medical and dental visit summaries (i.e., full medical record) as well as to speak to one another as needed in order to collaborate across disciplines to best meet the patient's needs. By participating in mental health services at Fauquier Free Clinic, the patient understands and agrees to participate in this collaborative/integrated model. If a patient has any outside providers, written consent will be obtained before exchanging information for care coordination/collaboration.

Record Keeping

Mental health reports are in the patient's electronic medical record describing counseling and/or psychiatry goals and progress, dates of sessions, and notes describing each session. Summaries are reviewed by the patient's FFC treatment team and the Mental Health Care Coordinator. Records will not be released without written consent, except as outlined above.

Termination/Transition of Services

When a patient is identified as no longer eligible for FFC services, a termination/transition plan will be developed by the direct provider, with input from the patient and from the FFC collaborative team members.

- This written plan will clearly document the expected number of sessions with FFC provider needed to transition the patient to appropriate community-based resources and will be reviewed with, and signed by, provider and patient.

- Focus of transition sessions will be on closure with FFC provider, gains made, how to access crisis services in the event of a mental health emergency, as well as referrals/recommendations for continued care. A strict timeline is not required but direct progress toward an appropriate termination status is expected.

- The patient is expected to actively engage in following up on these referrals and discuss this process with their provider.

The patient may choose to terminate services at any time.

Appointments

Scheduling is between the Fauquier Free Clinic Mental Health Clinic Staff and the patient receiving services with the input of the Mental Health Professional and patient's preference/need.

Mental Health Emergency/Crisis Procedure

Fauquier Free Clinic is NOT a Crisis/Emergency clinic. If a patient is experiencing a mental health crisis, they should **call 988 or go to their nearest emergency room**.

By signing below, you are stating that you have read (or had read to you) and understood this policy statement and you have had your questions answered to your satisfaction, including an explanation of any benefits, risks, side effects and alternatives to the services to be provided.

I accept, understand and agree to abide by the contents and terms of this agreement and further, consent to participate in evaluation and/or the therapeutic relationship. I understand that I may withdraw from therapeutic relationship at any time. I voluntarily consent to participate in tele-mental health treatment (as applicable).

ELIGIBILITY POLICIES AND DOCUMENTATION REQUIREMENTS

We can provide care only to eligible patients. An eligible patient is a resident of either Fauquier or Rappahannock County and has a household income that is under our limit. We serve both patients without insurance and those with Medicaid.

We may ask for a few documents to show that you meet these requirements. These can be dropped off at the clinic on weekdays or emailed as a PDF to edocs@fauquierfreeclinic.org.

Patients will need to renew their eligibility periodically to continue to receive our services. Please note when your eligibility is due to expire and renew in advance so that we can continue your care without interruption.

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Patient Welcome Letter - Acknowledgement

By signing this, I agree to the clinic's eligibility requirements and policies. I attest that all the information provided to the clinic is true, valid, and legal. I also attest that the clinic has provided me with a copy of this letter.

Patient Name	Patient Signature	Date