



FREQUENTLY ASKED QUESTIONS

Hours of Operation:

Monday – Thursday 8:30- 8:30

Friday – 8:30 – 5:30

Saturday – 8:30-2:30

After Hours Crisis Services:

Every person enrolled in Putnam Family and community Services will have access to after-hours crisis coverage. If you are in crisis during regular agency hours and urgently need to speak to someone, any one of our available professional staff on site may help you. Call 845 225-2700, and press 0

As always for emergencies, you should always call 911 immediately.

If you are a currently Putnam Family and Community Services client and urgently need to speak to someone during the hours we are closed, call the PFCS number (845 225-2700) and follow the prompts. You will be automatically connected with either the PFCS after hour's coverage worker or Putnam County's Crisis Line. PFCS provided coverage at all times, including weekends, holidays and agency closings.

Frequently Asked Questions:

How much do the services cost?

- PFCS strives to provide affordable mental health services to all. We accept all major insurances including Medicare and Medicaid. We also utilize a sliding fee scale for those who do not have insurance. All applicable fees (co-pays, co-insurance and sliding scale) are due at the time of the visit.

How long will I receive services?

- The length of the services depends on your individual treatment plan, which you and your primary clinician create together.

What if I forget to cancel an appointment or arrive late?

- If you are unable to attend an appointment, we ask that you notify staff at least 24 hours in advance. If you are more than 15 minutes late for your appointment, it will be re-scheduled. Repeated missed appointments without proper notification or chronic lateness may result in your discharge from the program.

What if I want to change my primary provider at PFCS?

- Consistency is very important when establishing a therapeutic relationship. Requests for a change in provider will be addressed on an individual basis to see how best to resolve the issue.



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Are the services confidential?

- All services and records are confidential, as mandated by federal and state laws and HIPAA regulations. Protected Health Information (PHI) will not be released without your written consent. There are exceptions such as:
 - When child abuse/neglect is identified or suspected
 - You are in a state of medical emergency that necessitates disclosure of information to medical personnel
 - If you threaten to harm someone, the intended victim and the police will be notified
 - Information is required through a valid court order or subpoena

Please refer to the attached NOTICE OF PRIVACY PRACTICES for more detailed information.

Should this be appended to the NOTICE OF PRIVACY PRACTICES document?

PUTNAM FAMILY AND COMMUNITY SERVICES Mental Health Clinic Services

THERAPEUTIC AGREEMENT

Putnam Family and Community Services, Inc. (PFCS) is dedicated to enhancing healing and growth in a responsive and dignified manner for residents of Putnam County and the surrounding areas. We carry out our mission to serve the community's mental health and chemical dependency needs in accordance with regulations of our Office of Mental Health and Office of Alcohol and Substance Abuse licenses, Mental Hygiene Law and Regulation and other applicable state and federal laws.

The effectiveness of our interventions is dependent upon consistent attendance and active involvement in your services. As a non-profit agency, our survival depends upon serving people who are dedicated to their recovery and to paying all co-pays, co-insurances, and/or sliding scale fee. As a recipient of our services, you voluntarily enter into a therapeutic agreement that entitles you to the following rights and obligates you to the following responsibilities.