

# Outpatient Psychiatric Services

Psychiatric evaluations and medication management

In phase one of our outpatient psychiatric services, Rogers is providing virtual outpatient medication management to patients discharging from Rogers' other levels of care within the state of Wisconsin.

## What is it?

Outpatient psychiatric services starts with a psychiatric evaluation and a focused discussion about medication needs. Patients may stay with the Rogers provider long-term or transition to a community psychiatrist when available.

## Who benefits?

The program meets a crucial community need and ensures that patients without an established relationship with a psychiatrist do not experience a gap in their medication needs after they leave our care. Additionally, these services provide an effective way to follow up with patients after discharge, reduce the risk of readmission, and allow them to step up to a higher level of care if needed.

## How to refer



To refer a patient, use the Internal Referral Portal found by clicking on your desktop icon to link to the [Internal Referral Portal](#).

Your referral is sent to the outpatient scheduler to follow up with you to schedule a first appointment with your patient. ***It is important you refer your patient while they are in treatment so we can ensure a smooth handoff and have all the appropriate paperwork signed.***

Please keep in mind that because we are starting as an all-virtual program, patients need to have the motivation and access to technology to attend virtual appointments safely as well as be medically stable enough to be monitored virtually. Patients must reside in Wisconsin. Patients can be referred from any level of Rogers care in our clinical pathway, and conversely, patients can be referred up to any level of care if needed. In phase 2, the program will be open to community referrals and will include standalone psychiatric evaluations.

Many major insurance plans are set to cover this service, and efforts are currently underway with all other payers. Please note that as we launch this program, **Medicaid will not be accepted.**



# Outpatient Psychiatric Services FAQ

**Why are we offering this service?** This fills a community need in Wisconsin that includes long waitlists and sometimes lack of providers that can see our patients after discharge for medication management services.

**What is the patient journey for being offered or referred to this program?** Treatment teams need to talk with patients about discharge planning fairly early. This includes discussion about the patient's referral to Rogers and returning to outpatient care after treatment. If patients don't have an established relationship with a psychiatrist, they have the option to be referred to a community psychiatrist or a Rogers psychiatrist for ongoing medication management. We have a flyer to give to your patients who qualify for this program to talk about this opportunity. Wait times vary depending on demand in either case. Patients ultimately make the choice and the treatment team sends a referral to schedule an appointment after a discharge date from Rogers so there are not gaps in medication. We will share a process for external referrals, but it will be similar to admission to any other program.

**What does the program entail?** This is a virtual only service at this time. The program includes a virtual psychiatric evaluation of up to 60 minutes followed by medication management thereafter of up to 30 minutes (# of sessions is based on patient need). Phase 1 patients will come from internal referrals from Rogers treatment.

**How many providers/roles are involved?** We have several providers including psychiatrists and APNPs working in half day blocks.

**How long do patients remain in this program? What do we anticipate an average length will be?** The length of stay is a decision determined by the provider and patient together. Someone may need to be on medication for a short time to stabilize the mental health disorder in conjunction with treatment through another outpatient therapist, but some may find it's helpful to stay with medication management for a longer time. This is individualized and is a mutual decision.

**What are the benefits to patients of taking advantage of this program?**

- ✓ Continuity of medication management once discharged from a Rogers program.
- ✓ Patients remain within the Rogers system where the prescriber will have easy access to the history of care.
- ✓ Seamless referral process with no gaps in medication

**What are the advantages to Rogers?** This allows Rogers to fill a community need for continuity of care and offers an effective way to follow up with patients to ensure they are doing well post-treatment. It also reduces the risk of readmission. We know that due to the shortage of this service in the community, this will give people a greater chance of success in maintaining their gains. Additionally, for patients stepping up from external outpatient therapy, they will already be in our system and will have an easier path if they do require a higher level of care. This initiative aligns well with our goal to offer a clinical pathway.

**When will we move to rolling out to additional payers? Seeking external referrals? Self-scheduling?** Timing is to be determined.

**Is this service covered by insurance? What is the self-pay cost?** We accept many major insurance plans and are working to contract with all Wisconsin payers as this program rolls out. Please check with the care advocate for individual details on coverage and self-pay rates.