

# **Comprehensive FAQ for Customer Service Agents at Qualibrite Family Psychiatry**

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## 1. General Information

### **Q: What services does the clinic offer?**

**A:** We offer a comprehensive range of mental health services, including individual therapy, group therapy, medication management, telepsychiatry sessions, crisis intervention, and psychological assessments.

### **Q: How do I schedule an appointment?**

**A:** You can schedule an appointment by calling us at (888) 262-1154, visiting our website at [qualibritehealth.com](http://qualibritehealth.com), or through the patient portal if you are an existing patient.

**Q: What are your hours of operation?**

**A:** Our clinic operates Monday through Friday from 8:00 AM to 8:00 PM and Saturdays from 9:00 AM to 2:00 PM. We are closed on Sundays and public holidays.

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**2. Appointments and Scheduling****Q: How can I reschedule or cancel my appointment?**

**A:** To reschedule or cancel, please log into your patient portal or call us at least 24 hours in advance at (888) 262-1154. This allows us to offer the slot to another patient in need.

**Q: What is your late or missed appointment policy?**

**A:** We require 24-hour notice for cancellations. Late cancellations or no-shows may incur a fee. Please refer to our cancellation policy for detailed information.

**Q: Can I choose my therapist?**

**A:** Yes, you can request a specific therapist based on your preferences or needs. We will do our best to accommodate your request depending on the therapist's availability.

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**3. Online Services****Q: How do I access my online therapy session?**

**A:** Log into the patient portal and navigate to your upcoming appointments. Click on the session link provided to join at the scheduled time.

**Q: What technical requirements are needed for telehealth?**

**A:** You'll need a stable internet connection, a device with a camera and microphone (like a smartphone, tablet, or computer), and a private space for your session.

**Q: I'm having trouble logging in—what should I do?**

**A:** If you're experiencing login issues, try resetting your password. If problems persist, contact our technical support at (888) 262-1154 or support@qualibritehealth.com.

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**4. Billing and Insurance****Q: What insurance plans do you accept?**

**A:** We accept most major insurance providers. Please contact our billing department to verify your specific plan.

**Q: How much will my appointment cost?**

**A:** Costs vary based on the service and your insurance coverage. For detailed information, please contact our billing department at (888) 262-1154.

**Q: Do you offer sliding scale fees or financial assistance?**

**A:** Yes, we offer sliding scale fees for those who qualify. Please speak with our billing team to discuss your options.

**Q: How can I make a payment?**

**A:** Payments can be made through the patient portal or over the phone.

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## **5. Confidentiality and Privacy**

**Q: How is my personal information protected?**

**A:** We adhere to all HIPAA regulations to ensure your information is secure. Our systems are encrypted, and we regularly update our security protocols.

**Q: Are online sessions confidential?**

**A:** Yes, online sessions are conducted over a secure platform that encrypts all data, ensuring your privacy.

**Q: What is your privacy policy?**

**A:** Our privacy policy outlines how we collect, use, and protect your information. You can view it on our website or request a copy from our office.

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## **6. Medications and Prescriptions**

**Q: How do I request a prescription refill?**

**A:** You can request a refill through the patient portal or by calling our office at (888) 262-1154. Please allow 48 hours for processing.

**Q: What should I do if I experience side effects?**

**A:** If you're experiencing side effects, contact your prescribing clinician immediately. For severe reactions, seek emergency medical attention.

**Q: Can I speak directly with a psychiatrist?**

**A:** Yes, you can schedule an appointment with a psychiatrist by contacting our scheduling department.

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## **7. Crisis and Emergency Situations**

**Q: What should I do if I need immediate help?**

**A:** If you're experiencing a crisis, please call 911 or go to the nearest emergency room. You can also contact the National Suicide Prevention Lifeline at 988.

**Q: Do you offer crisis intervention services?**

**A:** Yes, we provide crisis intervention during our operating hours. Please call us at (888) 262-1154 for immediate assistance.

**Q: How can I contact someone after hours?**

**A:** For after-hours emergencies, please call our emergency hotline at (888) 262-1154.

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## **8. Therapists and Clinicians**

**Q: What qualifications do your therapists have?**

**A:** Our therapists are licensed professionals with expertise in various mental health fields, including clinical psychology, social work, and psychiatry.

**Q: Can I switch therapists if I'm not comfortable?**

**A:** Absolutely. Your comfort is important to us. Please contact us to discuss transferring to another therapist.

**Q: Do you have specialists for specific conditions?**

**A:** Yes, we have clinicians specializing in areas such as anxiety, depression, trauma, and more. Let us know your needs, and we'll match you accordingly.

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## **9. Patient Portal and Technical Support**

**Q: How do I register for the patient portal?**

**A:** Visit our website and click on the "Patient Portal" link. Follow the registration prompts using your patient ID provided during your initial visit.

**Q: I forgot my password—how can I reset it?**

**A:** Click on "Forgot Password" on the login page and follow the instructions sent to your registered email address.

**Q: What features are available on the patient portal?**

**A:** The portal allows you to schedule appointments, access telehealth sessions, view billing statements, and communicate with your care team.

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**10. Other Inquiries**

**Q: How can I provide feedback or file a complaint?**

**A:** We value your feedback. Please contact our patient relations department at (888) 262-1154 or fill out the feedback form on our website.

**Q: Can I refer a friend or family member?**

**A:** Yes, referrals are welcome. Have them contact us at (888) 262-1154, and we'll guide them through the intake process.

**Q: Do you offer group therapy sessions?**

**A:** Yes, we offer various group therapy options. Please check our website or contact us for current group session schedules.

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**Additional Tips for Customer Service Agents:**

- **Verification:** Always verify the patient's identity before discussing personal information to ensure compliance with HIPAA regulations.
- **Empathy:** Use empathetic language. Phrases like "I understand how that might be concerning" can help build rapport.
- **Clarity:** Provide clear and concise information. If you're unsure about an answer, it's okay to let the patient know you'll find out and get back to them.

- **Resources:** Keep a list of important contacts and resources handy, such as emergency numbers and departmental extensions.

**Important Contacts:**

- **Billing Department:** (888) 262-1154, [billing@qualibritehealth.com](mailto:billing@qualibritehealth.com)
  - **Technical Support:** (888) 262-1154, [support@qualibritehealth.com](mailto:support@qualibritehealth.com)
  - **Emergency Hotline:** (888) 262-1154
  - **Patient Relations:** (888) 262-1154, [support@qualibritehealth.com](mailto:support@qualibritehealth.com)
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