Your guide to care

We are glad you have chosen Regal Behavioral Health. Our goal is to provide thoughtful, compassionate psychiatric care that considers your symptoms, your circumstances, and what matters to you. We want you to feel comfortable asking questions and taking an active role in your treatment.

This packet explains how to reach us, prepare for appointments, request prescriptions, and understand our office procedures. Please keep it for reference.

Your care team and contact information

Provider: Akeiah Oliver, PMHNP-BC
Phone: (770) 802-1405 | **Fax:** (770) 264-1368
Email: info@regalbehavioralhealth.com
Website: www.regalbehavioralhealth.com

At a glance
Office hours: Monday-Friday, 9:30 AM-3:00 PM Eastern Time
Routine messages: Allow 2-3 business days; weekends and holidays do not count.
Refill requests: Submit at least 7 calendar days before running out.
Forms: Generally allow 5-7 business days once the required information is complete; complex requests may take longer.
Next visit: Schedule before your current appointment ends whenever possible.

How to get started

- Patient Portal: https://regal.intakeq.com/portal
- Online scheduling: https://regal.intakeq.com/booking
- If our office has instructed you to use Spruce, use your existing secure Spruce conversation. Call us if you need an invitation or help accessing your account.

Choose one communication channel

Use the platform assigned by our office. If you have not been assigned a platform or are unsure where to send a message, call us. Please keep messages about the same issue in one thread so our team can follow the full conversation.

For health information, use your assigned secure platform rather than ordinary email. Office messages are not monitored continuously and should not be used for emergencies.

Getting the right help

Routine questions and requests

Use your assigned portal or Spruce conversation for scheduling, refill requests, brief medication updates, and administrative questions. Include your name, the reason for your message, and the information needed to address it.

Allow 2-3 business days for a response. Messages received after hours enter the usual review process on the next business day. A message response does not necessarily mean a prescription, insurance authorization, or form will be completed within that same period.

If the response window has passed, follow up in the same thread or call our office. If your symptoms change or a new concern arises, tell us rather than waiting silently for an earlier request to be resolved.

When an appointment is needed

Messaging is intended for brief, non-urgent communication. New or worsening symptoms, medication changes, detailed treatment questions, and therapy discussions may require a visit so your provider can give them appropriate attention. Our team will let you know when scheduling is the next step.

We ask everyone to communicate respectfully. Threatening, harassing, or abusive communication is not acceptable. Our team is committed to treating you with the same courtesy and respect.

Immediate danger or a medical emergency

> **Call 911 or go to the nearest emergency department for a life-threatening situation.** Examples include an immediate risk of acting on thoughts of harming yourself or someone else, inability to stay safe, severe difficulty breathing, chest pain, or a potentially life-threatening medication reaction. Do not wait for an office message response.

Crisis support

For suicidal thoughts or emotional distress, contact the **988 Suicide & Crisis Lifeline**: call 988 or text 988. If there is immediate danger, use emergency services as described above.

Urgent concerns that are not emergencies

Call our office during business hours and explain the concern. Same-day assessment is not guaranteed. If you need prompt evaluation and cannot reach us, seek timely in-person care rather than waiting for a routine portal response. Follow any individualized safety or after-hours plan discussed with your provider.

Emergency guidance reference: National Institute of Mental Health: Help for Mental Illnesses.

Preparing for your visits

Before your first appointment

- Complete the intake forms, consents, and questionnaires sent by our office before your visit.
- Have a list of medications and supplements, doses, allergies, and your preferred pharmacy available.
- Gather relevant treatment records, previous testing, and the names of other clinicians involved in your care, if available.
- Write down your concerns, treatment goals, and questions. Contact us ahead of time if you need help with forms or access.

What your first visit includes

Your provider will review your current concerns, mental health and medical history, previous treatment, medication use, sleep, substance use, safety, and goals. Together, you will discuss an assessment and recommended next steps.

Your plan may include medication, therapy recommendations, symptom monitoring, lifestyle changes, testing, referrals, or coordination with other clinicians. A first visit does not guarantee a particular diagnosis, prescription, or completion of requested paperwork.

Follow-up care

Follow-up timing depends on your symptoms, medications, response to treatment, and monitoring needs. Visits may occur every 2-3 weeks when starting or changing treatment, every 3-4 weeks as treatment stabilizes, or approximately every three months when maintenance care is appropriate. Your provider may recommend a different schedule.

Schedule your next visit before ending your current appointment whenever possible. Do not wait until medication runs out to arrange follow-up; your provider may need to see you before prescribing more medication.

Telehealth checklist

- Join on time from a private, stationary location with a charged device and reliable internet. Do not attend while driving.
- Check your appointment confirmation for access instructions. If the link is missing or does not work, call (770) 802-1405.
- Be ready to confirm your identity, exact physical location, and callback number at the start of the visit.
- Tell us before your visit if you will be traveling or outside the state where you usually receive care. Care depends on where you are physically located and where your provider is authorized to practice.
- If you are late or the connection fails, contact the office promptly. We will advise whether the visit can continue or needs to be rescheduled.

Refills, changes & pharmacies

Request refills before you run out

Submit refill requests at least 7 calendar days before your supply runs out. Use your assigned secure platform or call our office. Requesting ahead of time allows for review; it does not guarantee approval or an early pharmacy fill.

Include these details in every request:

1. Full name
2. Medication name, strength, and current directions
3. How many days of medication remain
4. Pharmacy name, address, and phone number
5. Any side effects, medication changes, or pharmacy problems

How refill requests are reviewed

Your provider reviews your treatment plan, follow-up status, response, side effects, and any required monitoring. An appointment or additional information may be needed before a prescription can be issued. If a follow-up is overdue, contact us promptly to schedule and discuss the next step.

Controlled medications may have additional prescribing and monitoring requirements. Early requests, lost or stolen medication, pharmacy changes, and dose changes are reviewed individually. Replacement prescriptions and early fills are not guaranteed.

If you are running low because of a pharmacy shortage, an insurance delay, or another barrier, tell us the specific problem and how much medication remains. Do not assume a request has been approved until it is confirmed.

When there is a pharmacy problem

- First ask the pharmacy whether it received the prescription and what is preventing it from being filled.
- Tell our office whether the issue is stock, insurance authorization, cost, missing information, or a requested pharmacy change.
- If requesting another pharmacy, provide its full details and any availability information you have obtained. Transfers or replacement prescriptions depend on the medication and applicable requirements.

Insurance approval and pharmacy processing are separate from our office review. We cannot guarantee a pharmacy fill date or insurance approval.

Medication changes and side effects

Take medication as prescribed. Discuss starting, stopping, or changing a dose with your provider unless you have already received specific instructions. Report concerning side effects and include the medication, dose, symptoms, and when they started.

Do not wait for a routine message response if a reaction may be severe or life-threatening. Use the emergency instructions on page 2.

Scheduling, forms & acknowledgment

Scheduling and cancellations

Schedule online at regal.intakeq.com/booking, through your assigned messaging platform, or by calling (770) 802-1405. Contact us as soon as you know you need to change an appointment.

> **Cancellation and missed-appointment policy**
> Required cancellation/rescheduling notice: **At least 24 hours**
> Late-cancellation fee: **$150**
> Missed-appointment fee: **$150**

Please review the separate cancellation and financial policies provided by the practice for applicable terms and exceptions. Ask our office if you have not received them.

Forms, letters, and paperwork

Send the complete form, its purpose, the due date, and delivery instructions as early as possible. Allow 5-7 business days after the required information and any necessary appointment are complete. Complex forms may take longer; tell us about your deadline when you submit the request.

Disability, FMLA/leave, accommodations, and other detailed requests may require an appointment, additional records, or a fee. Ask about the applicable fee before proceeding. Completion and the content of any statement depend on your provider having sufficient clinical information.

Fees, billing, and other practice documents

Review the financial agreement and current fee schedule that apply to your care. If you receive care through an outside platform, check that platform for its billing information and contact our office if you are unsure whom to ask. Request a copy of any missing policy before signing.

This packet is a guide to office procedures. Review the separate treatment consent, privacy notice, telehealth consent, financial agreement, and any medication agreement applicable to your care. Please ask us to explain anything that is unclear.

Patient acknowledgment

By signing, I acknowledge that I have reviewed this information packet and had an opportunity to ask questions. I understand the routine response window, appropriate use of messaging, emergency instructions, advance refill planning, and the importance of recommended follow-up. I agree to communicate respectfully with the care team.

Patient name: _____

Patient / authorized representative signature: _____

Date: _____ **Relationship, if applicable:** _____