

FAQS

What type of assistance can I receive through CPAN?



CPAN offers referrals that are verified. We try to eliminate the possibility of providing a referral that does not help the family, i.e. long waitlist, clinics not accepting new patients, etc. CPAN will assist you in developing a behavioral plan based on information you provide to our behavioral specialist team members. CPAN will also provide a consultation with a behavioral health clinician on non-pharmacological interventions. If appropriate, your PCP team member will receive a psychiatric educational consultation within 30 minutes of your call.

This CPAN child psychiatrist will assist the PCP in a broad array of questions such as:

- What is the diagnosis?
- How can the PCP can assess for a psychiatric concern?
- Which treatments may be indicated?
- How to manage a psychiatric condition using evidence-informed care in a PCP office?
- How to manage psychotropic medications?
- When is the right time to refer to a child psychiatrist?

How long will it take to get a referral back?



A referral specialist will provide a referral within the next business day. The referral will be provided directly to the physician or a preferred contact provided by the physician.

What if the resources I received did not help the family?



Please call your CPAN hub and inform them that further resources are required.

How long should I expect to wait for the child psychiatrist to contact me?



The timeframe is within 30 minutes. If you have a longer wait time, please contact your hub and notify them of the delay.

I missed the call back from the psychiatrist, now what?



The psychiatrist will make three call attempts. They will also leave a message or speak to designated personnel (physician assistant, charge nurse, etc.) assigned by you if you cannot be reached.



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What if I am transferred to the wrong hub?



To ensure that you are helped in a timely manner, the hub you are in contact with will help. After the call, the hub will provide the dial in number to your local hub.

Does CPAN ever talk to the patient/family directly?



No, CPAN only speaks to the physicians or designated personnel assigned by the physicians.

What patient information am I expected to provide when I call?



We provide a Mental Status Exam (MSE) in the welcome packet as well as a mental health checklist. They both provide a general guideline of what to look for when speaking with a patient regarding behavioral health concerns.

