

## Welcome to CHOC Psychiatry!

This reference sheet is designed to help you and your child receive the best care possible.

**Questions?** Please ask one of our providers or our office team.

### Helpful Contact Information

#### CHOC Outpatient Psychiatry

1120 W La Veta Ave, Ste 830  
Orange, CA 92868

**Phone:** 714-509-8232

**Email:** [OPPPsychiatry@choc.org](mailto:OPPPsychiatry@choc.org)

**Fax:** 714-509-9432

#### Thompson Autism Center Psychiatry

170 S Main Street  
Orange, CA 92868

**Phone:** 714-509-4665

**Email:** [OPPPsychiatry@choc.org](mailto:OPPPsychiatry@choc.org)

**Fax:** 714-509-9432

#### CHOC Hospital

1201 W La Veta Ave  
Orange, CA 92868

**Phone:** 714-908-3207

**CHOC Medical Records:** 714-509-8460

**CHOC Billing:** 714-509-3647

**Website:** [choc.org/programs-services/mental-health/](http://choc.org/programs-services/mental-health/)

### New Patient Guidelines

- **New Patient Intake Forms:** Please return any requested forms at least 5 business days before your appointment. This valuable information will help us prepare for your appt.
- **Arrival Time:** Arrive 15 minutes before your appt to allow time for paperwork.
- **Attendance:** When possible, both parents should attend your initial appt.
- **Medication List:** Bring a list (or medication bottles) of all your prescribed and over-the-counter medications to your appt., as well as a documented history of previous meds, if applicable.
- **Stated Vitals:** *Be prepared to share your child's current height, weight, & blood pressure* (use an at-home machine or take your child's blood pressure at their PCP, CVS, Walmart, etc.)
- **Special Requests:** Let us know how we can help make your visit more comfortable:
  - Language Preference
  - Preferred Name/Pronouns
  - Special Custody Arrangements
  - Tips to help your child feel comfortable at the appt

### Appointment Reminders

- **Appointment Reminders:** You will receive a reminder phone call 1 business day before your appt. Be sure to return any intake forms and confirm your appt.
- **Rescheduling:** If needed, please reschedule at least 2 business days before your appt.
- **Discharge:** Patients *may* be discharged from CHOC Psychiatry services:
  - After 6 months of inactivity
  - After 2 appt 'no shows' in a year
  - Due to conduct which interferes with our ability to care for you

### Prescription Refill Requests

- **Timing:** Please allow 4-5 business days to process prescription refill requests.
- **Follow-Up Appt:** A follow-up appt **MUST** be scheduled *before* a refill request is processed. To avoid delays, schedule a follow-up appt *before* requesting a refill.

### Form Requests

Allow **7-business days** for form requests. Requests can be made in person, by email

([OPPPsychiatry@choc.org](mailto:OPPPsychiatry@choc.org)) or by calling 714-509-8232.

## Telehealth Appointments

To help prevent the spread of COVID-19, CHOC is pleased to offer telehealth appointments. While these visits, conducted over Zoom or phone, can be especially convenient, it is important to note the potential disadvantages as well:

- Difficulty seeing/hearing due to inconsistent internet or phone connections.
- Potential of limited assessment as your provider is less able to experience some aspects of your child's appearance or behavior that is accessible in an in-person setting.

### To help ensure your telehealth visit is successful:

- Have your Zoom appointment link available (emailed 2 days before your appointment).
- Have your child's current
  - Height
  - Weight
  - Blood Pressure (use an at-home machine or take your child's blood pressure at their PCP, CVS, Walmart, etc.).
- Have a reliable internet connection.
- Set up your computer/phone in a quiet, private space to allow for discussion of sensitive topics. Note that your provider may want to speak to you and your child separately.
- All participants should be visible when interacting with your provider.
- Ensure your Zoom displayed name is your family or child's name.
- You must be in the state of California when you conduct your visit, as your provider is only licensed to provide you services in this state.

In some cases, your provider may *request an in-person visit*. Some reasons may include:

- Initial visits are usually conducted in person to allow for the most information to be gathered during the evaluation.
- Certain medications/conditions require a provider to check height, weight and blood pressure.
- Past telehealth appointment difficulties such as:
  - Inconsistent internet connection
  - Difficulty finding a quiet, private space to conduct visits
  - Excessive missed appointments

### Zoom access tips:

- Join from the Zoom app on your desktop computer or smart device, or join from your web browser.
- If you get disconnected, click the video link again to enter the waiting room and rejoin the session.
- For additional Technical Support, call Zoom at 1-888-799-9666.