

Cayuga County Community Mental Health Center
General Information and FAQs

As of 3/20/2020

Office Hours and Contacting the Office

The office remains open Monday to Friday, 8:30am to 4:30pm

No in-person visits, all appointments are being conducted by phone until further notice (except for appointments with the nurses for the dispensing of medication—see note below)

The office can be reached by calling 315/253-0341

Prescribed Medications and Medication Refills

There is no change for community members who have medications administered at CCCMHC. If medications are administered by the nurses at the office (including injectable medications), clients will continue to receive medication as regularly scheduled. Report to the building for the appointment.

For refill prescriptions, please follow the normal protocol. Refills will be handled as they have always been handled. Clients do not need to come to the building for refills. If you have questions about refills, call the office at 315/253-0341.

Appointments with Therapists, Psychiatrists, Nurse Practitioners

All appointments are by telephone until further notice. Client will be called by their therapist, psychiatrist or nurse practitioner at the time of their appointment.

FAQ: What if I do not want to do my visit by phone?

Answer: For the time being, telephone is the only option for appointments. We understand that this is a major change in the way our service is typically conducted and telephone is not ideal for those who prefer to see their practitioner in person. We will resume in-person visits at the office as soon as possible.

FAQ: How is it possible for medications to be prescribed over the phone?

Answer: We understand that this is a major change in the way our service is typically conducted and telephone is not ideal for those who prefer to see their doctor in person. Our psychiatrists and nurse practitioners are approved by the state office to prescribe medications over the phone. They are also very experienced and are confident that they will be able to help you in the best way possible. Feel free to discuss your concerns with them when you have a telephone meeting.

FAQ: How will you protect my privacy over the phone?

Answer: CCCMCH is following all guidance and mandates required by our regulatory agency, the New York State Office of Mental Health with the shift in service to telephone. In addition,

all therapists, psychiatrists and nurse practitioners are licensed in their fields and have extensive training and experience in protecting your privacy.

FAQ: What if I want to make an appointment as a new client?

Answer: All appointments with new clients will be conducted via telephone until further notice. Call the office to schedule an appointment: 315/253-0341

FAQ: What information do I need to make a first appointment?

Answer: Call the office to inquire: 315/253-0341

Care Management

All care management appointments are being conducted by telephone.

Care managers can be reached by calling their direct phone numbers or by calling the main phone number 315/253-0341.

Crisis Services

Staff is available to assist community members experiencing a crisis during normal hours of operation (Monday to Friday, 8:30am to 4:30pm). Call the main number—315/253-0341.

Crisis services remain available after our normal business hours and can be accessed by calling the same number—315/253-0341. Caller will be connected to the after-hours crisis service.

Mobile crisis is being conducted by phone as well. THIS IS NOT A SERVICE THAT IS OPERATED BY CAYUGA COUNTY COMMUNITY MENTAL HEALTH CENTER .

Other

FAQ: What if I do not have a phone?

Answer: Call the office at 315/253-0341. We have phones at the office for you to use for your scheduled appointment.

FAQ: What is the best way to stay updated about changes to services at Mental Health?

Answer: Cayuga County website