

Frequently Asked Questions

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 provide psychiatric educational consultation to a PCP team member within 30 minutes of your call. This CPAN Child Psychiatrist will assist the PCP in a broad array of questions: what is the diagnosis, how 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 24 hours. 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 back 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 time frame is within 30 minutes. If you have a longer wait time than 30 minutes, please contact your hub again and notify them.

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

- The psychiatrist will make 3 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.

What if I am transferred to the wrong hub?

- CPAN will verify your zip code upon answering your call and will transfer you to your local hub. In the event that your local hub is not available, the hub you are in contact with will help you.

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 have provided a Mental Status Exam (MSE) within 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.