



Patient-centered Medical Neighborhood



# Mental Health

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## **Centerstone, Columbus**

720 North Marr Rd, Suite 200  
Columbus, IN 47201

## **Centerstone, Seymour**

1443 Corporate Way  
Seymour, IN 47274

**Access Center Direct Line 800-344-8802**

Experience has taught that connecting the patient with members of the care team works best when the patient is there with you at the office. The information on the following pages will make the process as easy as possible for you and your staff. The following pages detail the Patient Connect Process for each location listed above.



## Mental Health – Centerstone

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### Patient Connect Process

#### Centerstone

Columbus and Seymour: **800-344-8802**

Secure Email: **CSIN-AccessCentral@centerstone.org**

- Let patient know you want to connect them with a member of the care team and help them schedule the appointment.
- Let our ACCESS Center know that you have an inspire patient and need to schedule an appointment.
- Have the patient take over the phone call to set up the appointment as we find that the patient is more committed to the date and time when THEY make the appointment.
- Gather the basic necessary information such as:
  - Reason for visit
  - Major illnesses
  - History
  - Other pertinent information
- Additional information from your office regarding the patient can be sent via SECURE email to **CSIN-AccessCentral@centerstone.org** or to Becky or Melissa at their email addresses on the following pages.

#### Phone Consults

We have developed a process to provide access for brief phone consults. The number to call during business hours is **812-314-3590**.

- Dr. Vinita Watts
- Dr. Susan Schneider
- Dr. Ken Conway
- Dr. Deb Marshino



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### **Scheduling Improvements**

Centerstone leadership is well aware of the delays in scheduling for psychiatry appointments. This is a problem resulting from a national shortage in part demonstrated by the lack of any private practice psychiatrists in our communities.

We are working on a complete revision of our scheduling system, which will hopefully allow for quicker appointment scheduling with our psychiatrists and psychiatric APN's.

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### **Centerstone Staff** (Bartholomew County)



**Melissa Newland, MS, LMHC, LCAC**  
Regional Crisis Access Manager; Therapist

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### **Centerstone Staff** (Jackson County)



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Adult and Family Services Manager

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