



Getting Started with ITP: Steps for Psychiatric Services

Step 1- Submit the following paperwork to intake@ccnia.org or fax to 712-262-9016

- Care Connections intake form
- Booking Sheet

Step 2- Schedule an appointment

- In order to schedule an appointment for a psychiatric consultation you will need to use the online scheduling tool. If you need the link, please contact your Service Coordinator.
 - Please go to the designated scheduling site to select your appointment date/time.
 - Please scheduled at least 12 hours in advance of your appointment.
 - While scheduling inmate, you will also be asked to complete some basic inmate information to assist the physician/provider before the appointment starts.

Step 3- Provide Inmate documentation

- Provide inmate documentation
 - Inmate needs to have signed ITP consent before being seen.
 - Include any medical information and medical history.
 - Inmate Pre-evaluation Questionnaire
- Fax the documentation:
 - Physician/Provider fax number is 888-972-5108
 - Documentation needs to be sent 12 hours in advance of appointment.
 - 5-10 minutes before appointment time, please log on to video application to ensure proper connection and keep schedule on time.

Step 4- Inmate Consultation

- Place inmate in designated room for conferencing with Physician/Provider
 - An hour is designated for initial evaluation. Evaluation times will vary, not to exceed one hour.
 - Up to 30 minutes is designated for follow up or medicine management.
 - This time includes time for faxing and documentation to complete appointment.

Step 5- Post Consultation

- Physician/Provider will fax patient documentation and prescriptions to jail
- **Please do not contact Physician/Provider outside of scheduled appointment times unless agreed upon in advance.**

Step 6- Medication/Refill requests

- Please email jails@integratedtelehealth.com for medication or refill requests.
- After a follow-up appointment is scheduled, please email your DSC with appointment information.
 - Sandy Pelzer (Palo Alto) spelzer@ccnia.org
 - Anna Miller (Kossuth, Winnebago, Worth) amiller@ccnia.org
 - Marlee Christoffel (Clay, Osceola) mchristoffel@ccnia.org

Any questions, concerns, or problems please reach out to ITP for a more prompt and appropriate response by calling 855-816-7118 or email: jails@integratedtelehealth.com