



PATIENT SUPPORT INFORMATION
Accessing Mental Health Services for Refugee Clients
Fredericksburg, VA

Language

Client: I speak English well. I need a doctor. Where do I go?

Answer: If you speak English, it is much better because you can personally explain what you think, feel, or observe about your sickness. Follow the flow chart in this booklet to locate a provider that can help you.

Client: I do not speak English, or my English is not very good, but I need to see the doctor. What do I do first?

Answer: First, you need to find a doctor who is in the Refugee Mental Health Referral Chart, see back. The doctors and providers on this chart are well informed about refugees so you will have less explaining to do.

Client: I do not speak English. **After making appointment,** what will I do?

Answer: You call to the service provider listed under the Refugee Mental Health Referral Chart that accepts non-English speaker and make an appointment or you can call your insurance customer service provider and ask for an interpreter ASAP.

See interpreter services below or ask your resettlement agency to get the list of service providers who have an interpreter.

Client: I need to contact my insurance company for interpreter services and a list of service providers that accept my insurance

Answer: At the back of your insurance card, there is a telephone number for behavioral health or communications services. Each insurance is different, but there is always a phone number for you to contact:

- Virginia Premier 1 [800 727-7536](tel:8007277536)
- Anthem Health Keeper Plus 1-[877-901-0020](tel:8779010020)
- Kaiser Permanent [1-855-249-5025](tel:18552495025)
- Straight Medicaid; [1-800-424-4046](tel:18004244046)

Give the person who answered your call the:

- Language you speak _____
- Date and time of appointment _____
- Name of the doctor _____
- Address of the doctor's office _____

You can also authorize someone who speaks English to help you set up the appointment (such as medical liaison, office staff, refugee support leader, etc), but you must be there to give this authorization. It is important that you arrange interpreter services as early as possible because it takes time to coordinate the services of professional interpreters

Insurance

Client: I came to the United States within the last 6 months. What clinics accept my insurance?

Answer: Different clinics accept different insurances. When you call the doctor's office they will let you know if they accept your insurance which can be one of these Virginia Straight Medicaid, Virginia Premier and Anthem Health Keeper Plus, Kaiser, In total health, etc.

Client: I came more than 1 year ago and I don't have insurance. Can I get a mental health evaluation or treatment?

Answer: If you don't have insurance, please refer to the chart that says "No insurance" and contact the mental health providers or the agencies on the chart.

You can also locate free clinics in the area for help.

Talk to the local social service agency or market place health insurance navigator (540 to get insurance).

Interpreter

Question: Where do I meet the interpreter?

Answer: The interpreter services can be in person or via telephone.

For:

In-person interpreters - you will meet the interpreter at the doctor's office.

Phone Interpreters - they will work with you and your doctor over the phone.

The healthcare provider's office will manage the phone call during your appointment. And everything you say to the interpreter will stay confidential.

Client: Can my family member interpret for me?

Answer: In most circumstances, family members are not accepted as official interpreters. The code of ethics and professional standards dictates the rules on interpretation which doctors and mental health providers have to follow.

Emergency Situations

Question: What if it is an emergency?

Answer: In case of a mental health emergency; **Call 9-1-1**

or

go to the nearest Hospital Emergency Room
Call Rappahannock Area Community Services Board
In Fredericksburg, Spotsylvania or Stafford, call **540-373-6876**
Or
Call the Suicide Lifeline **800-273-8255**

Question: What if the person who has mental health issue refuses to go?

Answer: When someone poses a danger to their life, their family, or the community, seeks help immediately. If you believe that someone is a threat to himself and others, you need to act by **calling 911** or the crisis intervention unit even without their consent. Do not wait for the crisis to happen, or the person's situation is beyond help.

Helpline

Question: What If I need additional information about Mental Health Services?

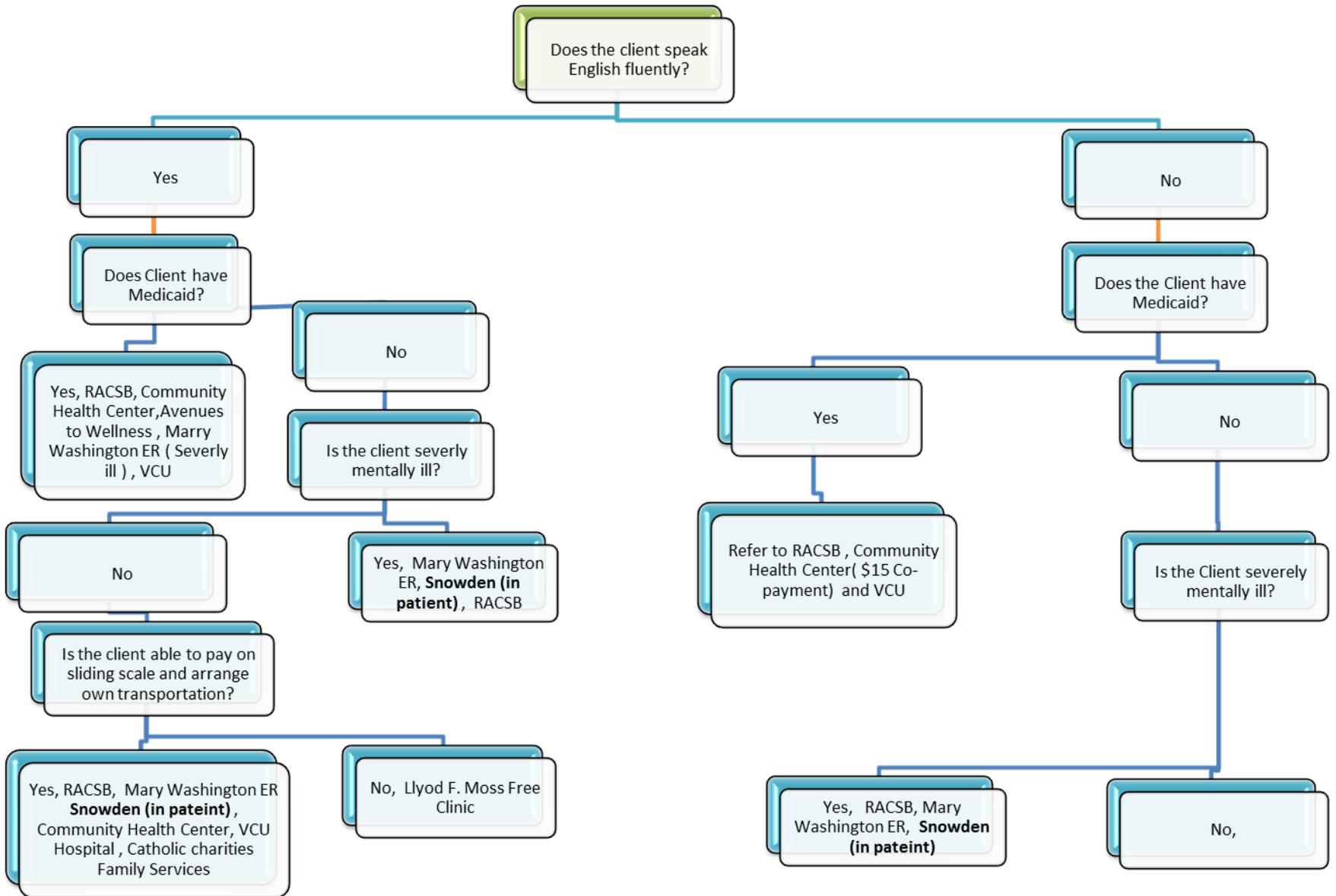
Answer: For free, confidential information and referral service to mental health practitioners, treatment services, community resources and educational literature **Call 540-371-2704 or toll free 800-684-6423**
Monday – Friday 9:00 am – 5:00 pm

Community Support

Client: Is there someone in the refugee community who can help me?

Answer: Check out if your community has trained Refugee Community Support Representatives. Part of their training is to help you and other community members understand mental health, mental health prevention efforts, and address mental health crisis situations properly. Having a trained leader who knows the proper procedure to help or guide you makes the process faster by eliminating unnecessary steps.

See attached Fredericksburg Refugee Mental Health Referral System.



Mental Health Service Providers Directory

- **Rappahannock Area Community Services Board**
 - *Fredericksburg: 600 Jackson St, Fredericksburg, VA 22401
Phone :(540) 373-3223*
 - *Stafford: 15 Hope Rd, Stafford, VA 22554
Phone: (540) 659-2725*
 - *Spotsylvania: 7424 Brock Road Spotsylvania, VA 22553*

- **Community Health Center of the Rappahannock Region**
 - *1965 Jefferson Davis Hwy, Fredericksburg, VA 22401
Phone: (540) 735-0560*

- **Avenues to Wellness**
 - *10712 Ballantraye Dr, Ste 304
Fredericksburg, VA 22407
540-735-0560*

- **Mary Washington Healthcare Snowdon Fredericksburg**
 - *1200 Sam Perry Boulevard Fredericksburg, VA 22401
Phone 540.741.3900
Toll-free phone; 800.362.5005*

- **Mental Health America of Fredericksburg**
 - *2217 Princess Anne Street, Suite 104-1 Fredericksburg, VA 22401
540-371-2704

Toll free 800-684-6423*

- **Catholic Charities Family Services**
 - *1101 Stafford Avenue Fredericksburg VA 22401
Phone :(540) 371-1124*

Children Providers

Aquia Therapy & Counseling

305 Hanson Ave, Ste 170
Fredericksburg, VA 22401
540.361.4330

OR

385 Garrisonville Rd, Ste 113
Stafford, VA 22554
540.657.1228
www.aquiacounseling.com

Behavioral Health Care of Fredericksburg

312 Progress St, Ste 200
Fredericksburg, VA 22401
540.310.0797
www.bhfredericksburg.com

Catholic Charities Family Services

1101 Stafford Avenue Fredericksburg VA 22401

Psychiatric Assessment Services

2601 Princess Anne St, Ste 101
Fredericksburg, VA 22401
540.368.3030 540.371.1124

Psychological and Life Skills Associates

601 Jefferson Davis HWY, Ste 101
Fredericksburg, VA 22401

- Specializes in children, adolescents, ADHD, behavioral issues, anger management, and eating disorders.

- Psychological testing services, for issues such as ADHD, adjustment problems, learning problems and custody issues. Psychological services to individuals with chronic pain, brain injuries and other physical issues. Accepts most insurance, including Medicaid.

- Specializes in children 4+. Offers counseling, testing/assessments for ADHD, learning disabilities, IQ/ability. As well as care for depression, anxiety, family trauma, adoptions and behavioral issues.

- Provides psychological testing and therapy for children ages 4+. Does not prescribe any form of medication.

- Psychological testing for learning disabilities, ADHD, behavior, depression, anxiety, and other mental health concerns.

This document is a project of the Fredericksburg Refugee Mental Health Council.

Read more at <http://www.dbhds.virginia.gov/professionals-and-service-providers/oclc/focus/refugee-mh/fredericksburg>