

Training Resources

Training Sites. For the 2018-2019 training year, interns will be providing services at the East Huntington, Huntington, Highlawn and Southside locations for Valley Health. The supervisor for the services provided by the intern will always be onsite with the intern and available for immediate assistance. Additionally the Director of Training and other training staff will be available by phone for consultation or other supervisory support. For general outpatient, MAT, and assessment services, interns will have an office available for their use during the times they are scheduled for those services. While they are providing integrated primary care services, they may be working in exam rooms with patients. Interns will have access to computers for all services so that they can access and document within the electronic health record.

East Huntington

3377 Route 60 E, Huntington, WV 25705

Office Hours: Monday-Thursday: 8:30 a.m-8 p.m., Friday: 8 a.m.-5 p.m.

Services Offered: Behavioral Health, Family Practice, OB/GYN, Dental, Optometry, Pharmacy

Huntington

1301 Hal Greer Boulevard, Huntington, WV 25701

Office Hours: Monday-Friday: 8:30 a.m-5 p.m.

Services Offered: Behavioral Health, Family Practice, Pediatrics, Pharmacy

Highlawn

2585 Third Avenue, Huntington, WV 25703

Office Hours: Monday – Friday 8 a.m. – 5 p.m.

Services Offered: Family Practice, Behavioral Health

Southside

723 Ninth Avenue, Huntington, WV 25701

Office Hours: Monday-Thursday: 8 a.m-7 p.m., Friday: 8 a.m.-5 p.m.

Services Offered: Pediatrics, OB/GYN, Behavioral Health

Scheduling. The supervising psychologists and Director of Training will work together with IT to set up a template for the interns' schedules in Intergy EHR. The front desk staff for each site and behavioral health advocates will schedule patients onto the intern's template. Interns are responsible for alerting their supervisor and the office coordinator for the site if problems with scheduling arise. Interns, after receiving approval from their supervisors and DOT for requested time off, will be responsible for notifying the office coordinator at their site(s) to have this time blocked in the schedule. Interns are encouraged to do this as early as possible to decrease the need to reschedule patients. We understand that emergency situations arise that cannot be anticipated. In emergency situations, the Intern must notify their supervisor(s), DOT, and office coordinator for their site(s) of the absence so that appropriate adjustments to the schedules can be made.

Notes. Interns are expected to complete all documentation in a timely fashion. Valley Health Policy requires that documentation and billing be completed within 48 hours of the patient contact, noting that a provider's ability to remember sufficient details past that timeframe diminishes greatly. All documentation is completed within our EHR system. The students will open the note, write the note, and then notify the supervisor that the note is ready to be reviewed and signed. The note must be completed and signed by the supervisor within 48 hours of the encounter to be compliant with Valley Health policy. Interns are responsible for ensuring that all notes are signed by the supervisor in a timely manner by monitoring their list of open notes. All notes in EHR must be signed by the supervisor. These notes will include individual, family, and group psychotherapy as well as warm hand-offs and other direct patient encounters. Additional documents such as correspondence containing diagnostic or treatment information must be co-signed by the supervisor and scanned into the chart. Other correspondence should be reviewed with the supervisor to determine if co-signatures are necessary and whether it needs to be scanned into the patient chart. On all documentation, the Intern must clearly be identified as Psychology Intern.

Tasks. Interns are expected to respond to tasks on their Intergy Home Page promptly. Common examples of tasks include messages from patients, questions from support staff regarding scheduling, requests from billing regarding completion of preauthorization paperwork, and interactions from other providers regarding patients. Tasks are part of a patient's medical record and information conveyed in tasks should be appropriate for the patient's general medical record.

Email. Interns will be provided an email account and are responsible for regularly monitoring and responding to email communication. Per Valley Health policy, only patient chart numbers are permitted to be used in email correspondence. Emails must not contain any Protected Health Information (PHI).

Technical Support. IT Staff are on-site at the East Huntington office and are available by phone and email from all sites. Interns will have access to computers or a laptop during the work day. Additionally, interns will be able to remotely log-in, if needed, from their personal computers. All HIPPA regulations must be carefully followed, with special caution when logging in remotely.