

Below is an outline of how to contact us regarding your Psychiatry Care.

1. Email address – We have established an email account that we will receive emails at that are specific to Psychiatric Care and Concerns. This email will be viewed and responded to by one of the individuals that are responsible for supporting the Psychiatrists. This email address is:

psychiatrysupport@mozaic.org

Please note that you should be sure you are sending information to this email in a secure manner. Any response back to you will be sent securely.

2. Fax line – A fax line has been established that will allow labs, pharmacies, patients and providers to fax information to the person that is providing psychiatric support for the day. The fax number is:

315-856-8022

3. Prescription request line – For all prescription requests, please call:

**315-856-8249 from an external phone
Or extension 21249 from an internal line**

Please note – We will process your request within 72 business hours. You should call the request line 7-10 days prior to needing the requested medication. We will call you back only if there are issues with filling your request, otherwise your medication refill will be at your pharmacy in 72 hours, maybe sooner. Due to the nature of our practice we do not refill medications requested from the Pharmacy. The individual served or responsible party must contact us.

4. On-Call phone line, Monday through Friday 8-4pm. If you need to speak to someone about a Psychiatric concern, please call:

315-612-0135 from an external phone

Or extension 12135 from an internal line

The on-call clinician will answer your call and will be able to assist you with your concern.

5. Appointments – Kindly provide 72 hours notice if you cannot make your scheduled appointment. We will also provide a reminder call for your appointment a day or two before your appointment with the Psychiatrist to remind you. If you change your number, please be sure to let us know at your appointment.