RoyOMartin Employee Assistance Program

What services are offered through my Employee Assistance Program (EAP)? Your EAP program offers counseling, evaluation, and treatment planning for employees and their dependents (children and spouses) through Central Louisiana Medical Psychology Clinic. These services can include counseling for anxiety, depression, and stress management. We also offer testing for ADHD, learning disabilities, autism, and diagnostic clarification for treatment planning.

Tell me about Central Louisiana Medical Psychology Clinic (CLMPC): CLMPC is a medical psychology clinic established in 2021 by Alexandria native, Dr. Lauren Stokes. She started this clinic after the passing of her mentor, Dr. James Quillin, who provided psychological care for our community for over 40 years. We are a multi-disciplinary clinic offering evaluation and treatment of psychological and psychiatric conditions for children, adolescents, and adults. Our team includes technicians, counselors, social workers, an occupational therapist, a postdoctoral fellow, and medical psychologists.

How do I set up an appointment? Call (318-545-7255) or email our office (officemanager@clmpc.com) to set up an initial appointment. Our staff will confirm the employee's status and eligibility with the Human Resources Department prior to the initiation of services. Employees will be asked to provide the last four (4) digits of their social security number, and if applicable, a marriage certificate for an employee's spouse's services.

Is there a cost for services? RoyOMartin employees receive six (6) free appointments per calendar year as part of your employee benefits. These appointments are not billed to your insurance and you will not be responsible for any payment. Employees have the option to utilize their BCBS insurance after the use of their allotted sessions***.***

Clinic hours of Operation and Contact Options. Our hours of operation are Monday- Friday from 8 am to 5 pm. During our business hours, you may reach us by calling 318.545.7255 or sending us a message through the Patient Portal.

On-call Services. Our medical providers are on-call 24 hours a day/ 7 days a week for our patients if you or your child is having a psychiatric emergency. We are not an emergency hospital and do not accommodate walk-in appointments. If you are a patient of the clinics and have a psychiatric emergency after hours, please call 318.545.7255 and our answering service will connect you with one of our medical providers. All other non-emergency patient needs should be addressed during business hours.

Prescription Refills. You may call our office during business hours or send a message through the patient portal to request your refills. Please be aware that refill requests must be received by 12 pm if you need your medication refilled that same day. We encourage you to contact us 2-3 days before your prescription refill is due to provide enough time for our office and your pharmacy. Please do not rely on the pharmacy to send us refill requests. We require patients to contact us directly.

Treatment of Minors. Please be aware that we require every child under the age of 18 to have a parent/legal guardian with the child for all appointments, unless another arrangement has been made with the office manager or provider.

Custody Evaluations. CLMPC does not perform custody evaluations or provide treatment when there is an active custody dispute within families. When providers become aware of a custody dispute, whether during your initial evaluation or after treatment has been established, we will discontinue services and provide referrals when requested.

Limits of Confidentiality. By law, your medical information is confidential and requires that you give written authorization for any provider at CLMPC to release your medical information. We will not release any medical information without your authorization except under rare circumstances, as required by law. These include suspicions of child abuse/neglect or any court order/subpoena for records. If you are referred here by ROM Human Resources, treatment planning information will be shared and you will be aware of this prior to initiation of services. Please see our HIPAA privacy practices for further information.

Telehealth Options. We offer telehealth treatment options. Some of our providers require both telehealth and in-person visits. Your provider will determine whether you will be seen via telehealth or in-person.

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Patient/Parent/Legal Guardian Name Signature Date