



## 1 · SESSION PREPARATION

- ☐ Find a private, well-lit space. Use headphones if possible.
- ☐ Close extra apps and browsers to improve call quality.
- ☐ Allow your browser camera and microphone access before joining at [pmhs.doxy.me](https://pmhs.doxy.me).
- ☐ Silence phone notifications for the duration of the session.
- ☐ If your connection drops, your clinician will call you — a tech failure is never billed as a late cancellation.

## 2 · OFFICE HOURS & CONTACT

**Mon–Fri:** 8am–8pm

**Saturday:** 10am–2pm · **Sunday:** 9am–2pm

**Dmitri Kolpacoff**, Mental Health Clinician: (925) 771-0430 ·  
dkolpacoff@pacmhs.com

**Ryan Frost**, Director of Clinical Services: (530) 604-4309 ·  
rfrost@pacmhs.com

All clinical communication goes through the SimplePractice patient portal.

## 3 · CANCELLATIONS & RESCHEDULING

Please cancel or reschedule at least **24 hours in advance**. Late cancellations and no-shows may be subject to a fee per your informed consent agreement. Contact your clinician through the patient portal to reschedule. If a barrier is affecting your attendance, tell your clinician before missing a session — most barriers are solvable when identified early.

## 4 · PATIENT PORTAL

Access intake forms, payment setup, consent documents, and appointment reminders through **SimplePractice** ([secure.simplepractice.com](https://secure.simplepractice.com)). Complete all intake paperwork before your first session to avoid delays. You may request your records at any time through the portal — we respond within 30 days under HIPAA.

## 5 · YOUR RIGHTS

Live captions and large-print documents available on request. Interpreter services at no cost under Medi-Cal. You may request a different clinician at any time without penalty, withdraw consent for telehealth, access your records, and file a complaint with the California BBS or HHS without retaliation.

## 6 · CRISIS RESOURCES — CUT OUT & KEEP IN YOUR WALLET

### Crisis Resources — *available 24/7*

**988** — Suicide & Crisis Lifeline (call or text)

**741741** — Crisis Text Line (text HOME)

**911** — Emergency services, immediate danger

**(855) 427-3369** — CA Warm Line, peer support

**PMHS IS NOT AN EMERGENCY OR CRISIS SERVICE**

**If you are in immediate danger, use the resources on this card — do not wait for a callback.** PMHS does not monitor messages in real time. Once safe and stable, contact your clinician through the patient portal to resume ongoing support. Between sessions, use any tools or worksheets your clinician provides, and note anything important to raise at your next appointment — progress often happens in the space between sessions.