

Your Collaborative Care Team

At Greenville Health System, we are excited to offer **Collaborative Care** to our patients. This is a new, team-based approach to behavioral and mental health care that is provided at your primary care practice. *Note: Depending on your insurance, you may be responsible for copays for Collaborative Care services that include face-to-face and non-face-to-face services. Call our office for help determining whether these services are covered by your insurance carrier before your appointment.*

What is the patient's role?

You are the most important person on the team! Take an active role with your primary care provider (PCP) and behavioral health care manager. Work with your team to track your progress using a checklist. Let them know if you have questions or concerns about your care. If you take medication, know what it is and take it as ordered.

What is the PCP's role?

The primary care provider oversees all aspects of your care at the office. The PCP makes and/or confirms your diagnosis and may write or refill prescriptions. The PCP works closely with your care manager to stay informed about your treatment progress. The PCP also may consult with the team psychiatrist if there are questions about the best treatments for you.

What is the behavioral health care manager's role?

The behavioral health care manager works closely with you and the PCP to carry out a treatment plan. He or she keeps track of your treatment progress and can help identify side effects if you are taking medications. The PCP and the care manager work together with you if a change in your treatment is needed. The care manager also may provide brief evidence-based treatments or refer you to other mental health providers if that is part of your treatment plan.

What is the behavioral health case worker's role?

The behavioral health case worker collaborates with the care manager and psychiatric consultant to support your treatment plan. The case worker will meet with you at your initial assessment to gather background information. The case worker is in charge of scheduling your Collaborative Care appointments, conducting follow-up phone calls and communicating any updates to the care manager.

What is the psychiatric consultant's role?

The psychiatric consultant is an expert psychiatrist who is available to advise your care team about diagnostic questions or treatment options. The care manager meets regularly with the consultant to talk about your progress and treatment options. With your permission, the psychiatric consultant may meet with you in person or via telemedicine to help decide on your care.

Providers

Aja Duncan, LPC, MAC

Behavioral Health Care Manager

- Licensed Professional Counselor
- Master's degree in Marriage and Family Therapy with a specialization in Child and Adolescent Therapy
- Master Addictions Counselor



Brandi Dillon, MA, LPC

Behavioral Health Care Manager

- Licensed Professional Counselor
- Master's degree in Mental Health Counseling



Jessica Lord, BA

Behavioral Health Case Worker

- Bachelor's degree in Human Services in Child and Family Welfare



Eve Fields, MD, FAPA

Psychiatric Consultant

- Medical School: University of Maryland School of Medicine
- Residency: Johns Hopkins Hospital
- Board-certified by the American Board of Psychiatry and Neurology

