

## INFORMATION ABOUT OUR SERVICES

**Welcome to N.E.W. Community Clinic's Behavioral Health Services.** We want this experience to be helpful to you, as well as to those who care about you. Within this packet of information, you will be informed of the nature of treatment, our policies and procedures, fees for our services, and your rights as a client.

**Psychiatric Medication Management:** Medication management is a form of psychopharmacological help that addresses various kinds of mental distress (depression, anxiety, alcohol misuse, etc.). The goal of medication management is to relieve symptoms of mental distress through use of medication.

Our psychiatric prescribing team is comprised of Board-Certified Psychiatrists and/or Advanced Practice Psychiatric Nurse Practitioners. Staff may also include qualified medical students who work under the supervision of licensed professional and are obtaining the necessary hour of services and supervision to obtain their independent medical license. All staff work within the standards and ethical guidelines of Wisconsin state statutes and state licensing laws.

**Psychotherapy/Counseling:** "Psychotherapy" and "Counseling" are often used interchangeably to indicate forms of psychological help that address various kinds of personal and family distress (depression, anxiety, alcohol misuse, etc.). The goals of therapy range from the relief of symptoms to significant life changes as one gains a better understanding of personal, interpersonal, and social circumstances.

Clinical staff includes licensed professional counselors, certified drug and alcohol counselors, and licensed clinical social workers. Staff also includes qualified treatment trainees (QTT) who work under the supervision of licensed professionals. The QTT's are professionals who have earned their master's degree in a counseling-related field and are obtaining the necessary hour of services and supervision to obtain their independent clinical license. All staff work within the standards and ethical guidelines of Wisconsin state statutes, state licensing laws, and national associations.

**Treatment Process:** Treatment begins with an intake interview to evaluate your needs and difficulties. Your Provider will work with you in determining the best course of treatment. Therapy and medication management has been shown to have many benefits (e.g., better relationships, solutions to specific problems, significant reductions in feelings of distress). Progress depends on several factors including regular attendance, talking openly with your Provider, motivation, effort, and life circumstances.

Family or significant other involvement may be requested as part of your assessment or counseling. A release of information from you would occur prior to any contact with family. Community support programs (AA, NA, grief groups etc.) will be discussed and encouraged, but not required for successful completion of counseling.

You may be asked to complete a questionnaire prior to each session. The survey assists in monitoring your treatment and provides information regarding how you believe therapy is going for you. Your feedback allows the agency to continue to refine how to best assist you in meeting your goals.

**Rights as a Client:** You have all rights established by the State of Wisconsin governing clinical practices, which are:

- The right of consent to treatment
- The right to seek disclosure from your provider about their qualifications.
- The right to end treatment at any time.
- The right to access the client grievance procedures by requesting the written procedure at the front desk.
- The right to have your clinical record kept private. (see "Confidentiality" below)
- The right to have access to your treatment record after discharge (or during treatment if the program director approves it).
- The right to receive treatment no matter your race, creed, color, religion, age, sex, or national origin.

## INFORMATION ABOUT OUR SERVICES Cont.

You and your Provider will decide together when your treatment is complete in the best of circumstances. You or your Provider may choose to end your professional relationship at any time. If you decide to withdraw or your Provider deems it appropriate to end the clinical sessions. It is recommended that at least one final appointment with your therapist occurs. Please refrain from terminating by telephone, or by missing your appointment without notification.

**Confidentiality:** Anything you tell your Provider will be kept confidential and will not be revealed to other persons or agencies without your written permission except when mandated by state and federal statutes, or court order. The agency believes in the integrated approach to wellness and may share with your doctor and/or mental health providers within the agency information in order to maximize your treatment outcomes. For more information, please see the Notice of Privacy Practices and Privacy Practices Acknowledgement. Feel free to ask for clarification about anything you do not understand. Your privacy is very important, and N.E.W. Community Clinic will do everything possible to protect it.

- When you give permission via consent to release information.
- If the counselor is concerned for your safety to yourself or to others by law this must be reported to necessary personal to assure your safety and /or the safety of others.
- When the disclosure is allowed or required by a court order or
- When disclosure is made to medical personnel in a medical emergency or to qualified audit or program evaluation.

**Appointments and Cancellations:** We ask that you do your best to give us a 24-hour notice if you will need to miss your scheduled appointment. If you do miss on going appointments, we may need to discontinue services until you are able to attend appointments on a consistent basis.

**Insurance and Confidentiality:** You should be aware that your contract with your health insurance company requires that The Behavioral Health Clinic provide a clinical diagnosis. Some companies require additional information such as treatment plans, summaries, or copies of your clinical records. The Clinic makes every effort to release only the minimum information necessary for the purpose requested.

**After Hours Emergencies:** The Behavioral Health Clinic does provide after-hour emergency services to clients who are active in treatment at The Behavioral Health Clinic. The phone number for after-hour emergencies is 920-606-2672. You can expect that a counselor will respond within 30 minutes. Other available crisis lines include: Family Services Crisis Line at 920-436-8888 or a national hotline for suicide prevention is also available at 1-800-273-8255.

**Referral to Other Services:** There are times when goals are not being achieved in treatment. Unfortunately, individual counseling and/or medication management is not effective for everyone and at times a more intensive form of treatment may be needed. If this becomes an issue, we will be committed to referring you to appropriate services.

No violence, threats of violence or criminal activity will be accepted during the counseling duration and are grounds for immediate discharge.

### **Staff Expectations:**

1. Staff will treat all program participants with dignity and respect.
2. Staff will work collaboratively with participants to develop a treatment plan that helps participants achieve their treatment goals.
3. Staff will provide regular feedback on progress made toward the participant's treatment goals.
4. Staff will work with participants to assist them in identifying and achieving a plan for success.