



Northland**clinic**

Comprehensive Outpatient Mental Health Services

We would like to be sure that you have been given all the information you need to take full advantage of your experience in treatment at **Northland Clinic**. All information regarding Clinic operation, patient rights, confidentiality, etc. is found in the accompanying brochure and can also be found on our website at **www.northlandclinics.com**. Please sign below to confirm that you have received information in the following areas:

- Services provided at Northland Clinic
- Clinic operation (hours, emergency contact procedure, etc.)
- Physical premises/layout of the Clinic (exits, etc.)
See maps in each room.
- Grievance and appeal policies
- Your rights and responsibilities
- Ways you can have input into your treatment
- Confidentiality policies
- Ethical standards
- Billing/Payment/Insurance
- Program policies (drug and weapons policies, etc.)
- Information about program rules
- The development and revision of your treatment plan

Patient Print Name

Patient's Signature

Date

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- 1. Services provided by the Clinic:** Northland Clinic provides comprehensive outpatient mental health services including assessment, psychotherapy (including short-term treatment, long-term treatment, cognitive behavioral therapy, psychodynamic psychotherapy, and other evidence-based forms of treatment), and discharge planning. The Clinic provides psychological testing services and will, when appropriate and necessary provide documentation of assessment or treatment. Services are available to individuals of all ages.
- 2. Clinic Operations:** The Clinic operates 6 days a week (Monday through Saturday). Receptionist hours are from 9 am to 5 pm. Therapy appointments are scheduled on an as needed basis and are generally available from 8 am to 9 pm. Sunday hours may also be scheduled. When the receptionist is not present, phone calls are handled by an automated voice mail system that includes specific emergency instructions. **Emergency, after-hours calls** are referred to an emergency pager staffed by the Chief Social Worker and the Chief Psychologist.
- 3. Physical Facilities:** The Clinic has two locations – **Farmington Hills** and **Rochester Hills**. Our Farmington Hills location is on the 1st floor of a professional building and consists of a waiting room, a business office, a kitchenette (for staff use only) and 7 therapy offices. There are 2 entrances/exits – 1 in the waiting room and 1 clearly marked exit directly to the outside. In Rochester Hills the office suite, located on the Ground floor, consists of a waiting room, reception area, kitchenette (for staff use only) and 6 therapy offices. Each office and common area in both locations contains a detailed map of the premises indicating exits, locations of fire extinguishers, locations of safety rules, and locations of first aid equipment. Detailed fire procedures are also included.
- 4. A patient who has a grievance** (“just cause for complaint”) about a person, procedure, or physical facility (where the Clinic is located), may submit it via a **Recipient Rights Complaint Form** available at the Clinic in booklets entitled “Your Rights When Receiving Mental Health Services in Michigan”. Alternatively, or in addition, a person seeking to register a complaint may do so using the Northland Clinic Recipient Rights Complaint forms available in the waiting rooms at each location. The Rights Advisor will investigate the complaint along with Clinic Co-Directors and the Administrative Committee where necessary. A written response to the complaint will be provided within 30 working days. The response will include an investigation of the complaint and proposed solution(s) where action is deemed necessary and appropriate.
- 5. Patients’ Rights:** Northland Clinic is dedicated to protecting and promoting the rights of persons served by the organization. Information about patient’s rights is posted in the waiting room at each of the Southfield and Rochester Hills locations. This is an abbreviated/highlighted version intended to alert patients to the idea of what they can expect of treatment and what recourse they have if they are dissatisfied in some way. The posted version also includes the name and contact information for our on-staff recipient rights coordinator. Patients entering treatment receive a copy of “Your Rights When Receiving Mental Health Services in Michigan”. This booklet, prepared by the Michigan Department of Community Health, is also available in our waiting rooms. It contains information on General Rights, Treatment Rights, Rights Related to Admission and Discharge, Rights in a Residential or Inpatient Setting, Forensic Rights, The Complaint and Appeal Process, and Advisory Groups/Resources. Patients in treatment for longer than one year are reminded annually of their rights and are given a brief version of the

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booklet they received at the start of treatment. This highlight sheet serves as a reminder of their rights and options for filing a complaint. Patients requesting more information are provided with another copy of the more detailed booklet they received at the start of treatment. Patients who may have difficulty understanding their rights as presented are offered the opportunity to speak with the Recipient Rights Coordinator who ensures that rights information is made available in a way that is accessible.

6. **Input into Treatment:** Patients have input into their treatment in several important ways: At your initial phone contact, you were asked about preferences for treatment (such as whether you preferred a male or female therapist). At your first session, you will be asked to complete information about your goals for treatment and the changes you would like to make in your life. Your therapist will discuss these with you and will work with you to clarify and organize your treatment goals. Periodically throughout your treatment at Northland Clinic, you and your therapist will discuss your progress towards these goals and, where necessary or desired, will help you formulate additional/new goals.
7. All Northland Clinic personnel have an obligation to safeguard and preserve the **confidentiality** of all consumer related information. Clinical and office staff follows strict guidelines as set by HIPAA and the Michigan Mental Health code.
8. Therapists at Northland Clinic are bound by a professional **code of ethics** which encompasses the following: All Northland Clinic personnel are committed to a belief in the dignity and worth of the individual. They are devoted to maintaining integrity with respect to their duties as they come in contact with consumers, other service providers, and the public. All therapists adhere to the professional code of ethics as set forth by their professional discipline's guidelines (i.e. American Psychiatric Association, American Psychological Association, and National Association of Clinical Social Workers). Business practices will follow a standard of honesty and safeguards that protect the consumer against misrepresentations. Northland Clinic accurately represents and only markets to the public the services that its staff are professionally trained to provide.
9. **Billing/Payment/Insurance:** Many patients are eligible to receive treatment as a benefit of their health insurance coverage. The Clinic will do its best to facilitate payment from your insurance though you are ultimately responsible for all charges. When you begin treatment you will be asked to provide current insurance information. When you meet with your therapist, payment is one of the areas that will be discussed. You are responsible for deductible and co-pay amounts; these are generally payable at the time of service. Any questions that arise related to billing can be directed to our Billing Manager or our Office Manager. Both are available during regular business hours at (248) 559-8190.
10. **Program Policies:** Northland Clinic has a policy against the use of seclusion or restraint in our treatment. We also adhere to a strict no-smoking policy and forbid the presence of drugs of any kind on the premises. Weapons may not be brought onto the premises of the Clinic.

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11. Program Rules: In rare instances, a person may be discharged from treatment at Northland Clinic due to a variety of factors. This may occur if an individual demonstrates threatening or aggressive behavior towards staff, other patients, or other people (family members, etc.) at the Clinic. This may also occur if a patient's condition is outside the scope of Northland Clinic's practices (for example if the patient requires a higher level of care than what is available at Northland Clinic).
12. Development and Revision of Your Treatment Plan: When you initially meet with your therapist, you and (s)he will begin to develop a plan for your treatment. This will include a statement of the difficulties you are experiencing and/or the issues you would like to work on. It will also include a discussion of your treatment goals and the steps to be taken to address these. A copy of your treatment plan is made available to you by your therapist. Periodically, your treatment plan will be reviewed or updated in collaboration with your therapist. You may also obtain a copy of this updated/revised treatment plan from your therapist.