

# CLIENT COPY

## NEW PERSPECTIVE CENTER for Counseling and Therapy

Union St. Office: (503)316-6770

Winter St. Office: (503) 585-0351

### WELCOME

We at New Perspectives welcome this opportunity to assist you in your desire to resolve your problems through counseling. You will be encouraged to clarify your options and make choices that will increase your personal satisfaction and enhance your physical, mental, and emotional health.

### APPOINTMENTS

First time appointments will be scheduled with the business office and follow-up appointments will be scheduled by the provider. The appointments usually last 50 minutes for counseling and 30 minutes for medication management. Please be approximately 15 minutes early for the initial appointment to fill out paperwork, and please bring any insurance information at that time, including ID and group numbers.

### FEES

Counseling fees per session are:

Initial Session	\$200.00	Over 53 minutes	\$175.00
16-37 minutes	\$ 88.00	Group Sessions	\$ 60.00 per group
38-52 minutes	\$120.00	Couples/Family Counseling	\$175.00 per 50 min.

#### Medication Management fees

Initial Session- \$390.00

Ongoing fee to see a prescriber will vary depending on time spent and services provided

**NO SHOW / LATE CANCEL FEE \$35.00 ----- NSF / BOUNCED CHECK FEE \$20.00**

### Except for Oregon Health Plan Clients:

Phone consultations with the therapists are billed at \$32.00 per 15 min. and are not billable to your insurance company. Case Management fees are billed at \$29.50 per 15 min. and are not billable to your insurance company.

**YOU ARE RESPONSIBLE FOR THE PAYMENT OF ALL CHARGES INCURRED.** Our policy is that we request payment at the time of the session. We are happy to assist you by billing your insurance company on your behalf. You will receive a monthly statement of your account, and prompt payment of any outstanding balance is requested.

### If you are on the Oregon Health Plan

As long as Oregon Health Plan coverage is in place, individuals are not responsible for fees incurred during that time but are responsible for any charges incurred if coverage is lost. If you are an Oregon Health Plan individual and your coverage is terminated, New Perspectives Center will work with you to assist you in finding alternative resources for coverage and identifying if any other financial assistance programs are available. However, we cannot promise that another insurance program will be available or that we can continue to see you.

### CANCELLATIONS

Cancellations require a full 24-hour notification so that we have an opportunity to reschedule that time slot. If this is not observed, you will be charged \$35.00 for the session (except OHP Clients), **and your insurance cannot be billed for that charge.** If three (3) scheduled appointments are missed without 24 hour notice, New Perspectives Center reserves the right to terminate services. Please ask if you have questions regarding this policy, as we do enforce it.

### LEAVING MESSAGES BY PHONE

Offices hours are 9am to 5pm, Monday through Friday. **Our answering machine operates 24 hours a day,** so you can leave a message at night, on weekends or holidays, or even during the workday should we be unavailable to answer the phone.

### DECLARATION FOR MENTAL HEALTH AND ADVANCED DIRECTIVES

You can make choices about and plan for a time when you may be unable to make your own health and mental health treatment decisions by completing a Declaration for Mental Health Form and/or Advanced Directives Form. Please talk to your therapist if you are interested in receiving more information on this process.

### SPECIAL REQUESTS

**Parking – Winter Street Office:** There is plenty of on-street parking at New Perspectives. We request that you not park in front of the adjacent residences or in the church parking lot across the street.

**Fragrances – All Offices:** Many people have mild to severe reactions to perfumes and other fragrances so we ask that you refrain from wearing perfumes or colognes when visiting New Perspectives.

**EMERGENCY NUMBERS ON OTHER SIDE.**

## **EMERGENCY CONTACTS**

**IN THE EVENT OF AN EMERGENCY and you need immediate assistance, please call 911  
or**

### **AFTER HOURS – WEEKENDS – HOLIDAYS**

If you need to speak to your therapist, nurse practitioner or the therapist on-call regarding a non-life-threatening emergency, you may contact them through the after-hours number that they provided to you in session.

**If you are unable to contact your therapist during normal office hours, please give our administrative office a call at: 503-316-6770**

### **OTHER EMERGENCY NUMBERS**

Psychiatric Crisis Center	503-585-4949
Northwest Human Services 24-hour crisis hotline	503-581-5535
Bridgeway Detox	503-399-5597
Marion County Drug Treatment	503-588-5358
Marion County Youth & Family Crisis Services	503-576-4673
Center for Hope & Safety	503-399-7722

Thank you,

New Perspectives Staff

## **INDIVIDUAL'S RIGHTS**

New Perspectives Center supports and protects the fundamental human, civil, constitutional and statutory rights of each individual. Every individual will be treated with dignity, hope and respect. Our agency provides each individual with a copy of his or her rights.

### **The following is a list of Individual's Rights:**

1. Individuals have the right to admission to the treatment center without regard to race, religion, gender, ethnicity, age, AIDS, duration of residence, national origin or disability.
2. Each individual is entitled to individualized treatment that provides the greatest degree of independence, the least restrictive and/or intrusive environment therapeutically possible and adequate services to meet these rights.
3. Each individual is entitled to an individual treatment plan, developed by the individual, individual's therapist, and periodically reviewed by the supervisory staff for ongoing appropriateness.
4. Each individual has a right to receive care provided by a medical/clinical staff member that is competent, qualified and experienced.
5. Each individual has a right to individual privacy within the constraints of the individual service and support plan.
6. Each individual has the right to receive in writing a copy of all information pertaining to the program and its daily operation and functions and to receive notice when a benefit or service is denied, reduced or suspended.
7. Each individual has the right to be informed of any special observation and audiovisual techniques of equipment that are used in the therapeutic process of the program.
8. Individuals have the right to be aware in advance of any outside visitors to the facility.
9. Individuals have the right to anonymity and confidentiality.
10. Individual has the right to refuse treatment (unless court ordered).
11. Individuals have the right to access copies of their records within 10 working days upon written request.

WVCH and Mid-Valley Behavioral Health Plan clients have additional rights and responsibilities that are posted and available in a handout for in each office. Upon request, New Perspectives can offer this form in alternative formats or languages.

## **NEW PERSPECTIVES CENTER SUGGESTED CLIENT GUIDELINES**

As in anything new, there are inherent risks in a treatment relationship. Due to the intense nature of self-evaluation and awareness, clients typically experience a range of emotions coupled with periods of imbalance. These periods can lend themselves to states of confusion and disorganization. However, as in any growth process, the ups and downs usually balance out.

If you choose not to seek treatment or outside assistance, you may find that doing nothing results in no change of your condition or behavior.

You deserve to have a healthier, happier, more functional life. Working together, recovery and better health is possible. You will gain the maximum benefit from our program if you are open, honest, and willingly participate in individual and/or group therapy.

Here are some hints for successful individual and group sessions:

- Stay open to the process
- Be aware of what you are feeling
- Share your trauma history with your provider
- Know that some of the issues/topics that you will deal with may bring up old or forgotten trauma events/issues
- Share your feelings with your therapist or nurse practitioner or group members
- Complete journal and writing assignments; denial has a difficult time surviving in writing
- Ask questions (there are no dumb questions)
- Have the courage to change

Also note...

New Perspectives prescribes and treats addictions under the "Disease Concept Model". Therefore, in most cases, gradual abstinence from the activity or substance is required.

Chemically dependent clients may be helped in safeguarding their recovery with random monitored urine analyses.

Continued chemical use, or continued addictive or abusive practices will result in a staff review of your treatment program.

If the aforementioned guidelines are not followed for you to achieve maximum benefit from the treatment, then you and/or your therapist may decide to delay or terminate services. In that case, a referral would be given to you. Or, we will wait until you would like to re-engage.

Alternative support or treatment may be sought through self-help groups, books, clergy, spiritual counselors, physical activities, medication and other forms and styles of therapy.

Our services are designed to assist you during this process so that you can achieve the outcome(s) that you desire.

## **Individual's Grievance Procedure**

To be distributed to individuals on their first visit.

- A. Any complaint/grievance which is not mutually resolved between individuals or between individuals and staff shall be communicated to any staff member of New Perspectives Center either in writing or orally so that it can be reduced to a clear, concise written report. This will be given to the Complaints Officer to be logged in the Complaints Log.
  
- B. In response to receipt of such written complaints/grievances, the Complaints Officer and/or Executive Director shall immediately investigate and will try to complete the process in 5 working days. If more time is needed, the individual will be notified in writing. We will inform the individual of reason why and how much more time is needed to resolve the issues. The longest amount of time for the complaint process is 30 calendar days following receipt. This will be recorded in the Complaint Log and a file will be kept of all complaints received for 2 years.

For MVBCN Individuals:

Please refer to the handout "Our Process for Complaints and Feedback" that is available in the lobby, from the receptionist, or at [www.mvbcn.org](http://www.mvbcn.org).