



Helping You Find Your Strength and Serenity

WELCOME TO SHOREHAVEN!

Therapy is a process of growing and changing over time. All the visits contribute to a successful outcome. Therapy is a special opportunity to make life better, to feel better. The whole course of all the sessions matter, it is not one session any more than overcoming an illness is through one pill. Take the opportunity to benefit from therapy. The biggest risk is not following through.

This information is for you to keep. You can mark places where you want to talk to your therapist in further detail.

THERAPY PROMOTES CHANGE

You and your therapist will discuss the goals of therapy, how you may benefit, and how it works. *Therapy works best* if you and your therapist set **SPECIFIC GOALS** for **changing behaviors, thinking patterns, and coping patterns** in your relationships and in yourself. You will be asked what problems you have had, your goals for change, how you will know you are achieving those changes, and how you will know therapy has been successful. So think about these questions. A plan for the goals of therapy, the frequency of meetings, & the length of treatment will be discussed with you.

The therapist may work with one person or multiple members of a family. We see some clients 2-5 times per week and others 1-4 times a month. The frequency of visits and the total number of sessions you will need are based upon a discussion of the unique problems and strengths of you and your family.

Therapy is different from friendship or other business or social relationships. If you see your therapist in another setting than at an appointment, he/she may limit that contact in order to continue to be available to you as a therapist.

How Therapists May Help

LISTENING so you feel understood
FACILITATING creation of a private, confidential setting in which you can open up and share
USING the latest knowledge and a variety of professional skills
OFFERING a multidisciplinary team and consultants, so we can give quality services
BRINGING OUT memories and feelings that are affecting your life today
HEALING traumatic and painful experiences
HELPING you discover and understand your feelings, beliefs, and actions
CHANGING behavior patterns and beliefs which cause distress
IDENTIFYING options, strengths, and new perspectives so you can manage your life

TYPES OF CHANGE

Therapy benefits you by helping you work towards changes like: relieving depression, reducing fears or anxieties, lessening distress, healing painful experiences, improving the ability to cope, increasing independence, increasing assertiveness, solving family problems, improving parenting skills, changing patterns of behavior, finding new and better images of yourself and your family, changing inappropriate thinking patterns, promoting self-esteem, gaining greater satisfaction from life. Therapy may help you to clarify personal goals and values and to grow as a person.

Change may be swift or it may take a longer time to accomplish your therapy goals. We regularly review progress and make suggestions for additional kinds of help for you. Results cannot be guaranteed, but we will do our best to help you as you work to achieve positive changes in your life.

THE FIRST MEETING

The first one or two appointments are for "evaluation" or "assessment." We will need you to fill out some paperwork and review some history. *It is important to discuss your concerns openly* in order to help the therapist identify the memories, feelings, behaviors, or patterns which lead to problems.

We may ask about things like:

- your inner feelings, memories, dreams
- recent changes, losses, and stresses
- your work experiences
- your family, upbringing, and relationships
- previous therapy and medical information
- your sexual experiences
- any feelings about hurting yourself

You may be asked questions, such as:

- what was happening when you called for help?
- what were you thinking and feeling then?
- what changes were there in your life in the past two years?
- what have you tried to do to solve your problems?
- what changes will tell you that things are improving?
- when have you been free of these problems?

Commonly, people are unaware of patterns in their thoughts or behaviors that lead to problems. Many factors can contribute to a problem. Part of therapy is to help you define these patterns and set goals for changing them. We may give *questionnaires* to fill out which give us more clues to how we can best assist you. We will consider all information to help define goals & methods for therapy.

Treatment is most helpful when you come to every planned session. Clients who miss frequent appointments may be asked to postpone treatment until it fits better with their schedules and needs.

COMPLETING THERAPY

The final sessions are an important time for reviewing the therapy. If you decide to stop, let the therapist know in advance. A good ending is important. Be sure to come for the final sessions. If additional help is needed, the therapist will refer you.

Are There Risks in Psychotherapy?

Therapy is usually very beneficial, but occasionally there may be some minor **risks**, such as: bringing out intense feelings like anger, guilt, or sadness; remembering unpleasant life events; facing difficult thoughts; slow progress; increasing personal awareness; changing your relationships; becoming more independent; feeling embarrassed at revealing information; feeling worse for a time; knowledge of uncomfortable memories; questioning some of your ideas or values.

*We want to discuss any of these feelings or any negative reactions you may have in therapy. For your well-being, we suggest you avoid ending therapy early since your therapist can direct you to other resources or can try different methods to help you. Sometimes patients feel too upset or depressed to want to come to a therapy session, but these feelings may be part of the process of change, and we are here to work with you. Please **come to every scheduled appointment** and discuss all the feelings you are having. The biggest risk is not following through!!*

We may suggest *other kinds of help* for you, like a physical exam, medication, reading materials, self-help groups, psychological testing, an intensive or day treatment program, or possibly a hospital stay. These can often be invaluable aids to help bring about change.

APPOINTMENTS

An appointment is a commitment for us to meet. If the therapist is delayed, you will be charged only for the time you receive. If you are late, it may be difficult to make up the time -- the therapist may have a session scheduled after yours. When your therapist plans to be away for any reason he or she will tell you in advance. If the therapist is ill, he or she will try to contact you.

Your therapist may have a very full schedule, so when you miss a session for which you have waited 1-3 weeks, you may have to wait an additional time for the re-scheduled session! So please try to make it to each visit so you receive the best care. If you miss psychiatry appointments, the doctor may not be able to refill your prescriptions.

Depending on the type of service, sessions vary from 16 to 90 minutes or more. Most office therapy sessions are about 40 minutes. Most medication checks with a doctor range from 10-25 minutes.

If you have *scheduling problems*, discuss them with your therapist. If you feel uncertain about scheduling appointments, these feelings could be due to the therapy process. Keep your appointment and discuss your feelings with your therapist.

MESSAGES

Many of our calls are answered by voicemail. We usually can't accept calls during sessions. Calls late in the day may be returned the next workday. **In case of an emergency that does not require a call to 911**, please call our office number at 414-540-2170 and enter in your therapists voicemail number or search by their name. Leave a message for your therapist identifying the problem as an emergency and then follow the paging instructions. Our system will page your therapist if, at the end of your call, you press #, then 1, then 2. If the therapist is on vacation, there will be someone on call for him/her.

Telephone counseling is not a substitute for meeting in person. If you have a concern which requires additional time, it's better to schedule extra sessions rather than have lengthy phone calls.

PAYMENT FOR THERAPY

One of the first questions people ask us is "What is your fee?" Your therapist offers you the benefits of his or her many years of training, skills, knowledge, and experience. *We expect your effort to come to all the sessions, to make changes, to work at healing and recovery, and to pay for the therapist's time and effort.* Shorehaven Behavioral Health believes that access to care is critical to your recovery.

We accept the following payment options:

- Most Commercial Insurance Plans
- Badgercare Plus/Medicaid
- Family Care
- Medicare
- Private Self-Pay
- SLIDING FEE DISCOUNT PROGRAM

Our commitment extends to everyone. We offer the option to apply for our Sliding Fee Discount Program.

This program helps people who have no health insurance, or those who have only limited health insurance, so that they can get the mental health or substance use recovery care that they need.

To apply for the Sliding Fee Program you must talk with one of our referral specialists who will explain the program, the types of documents that are needed for proper identification, and your proof of income. Approval for the program is based on family size and combined household income in accordance with the current year Federal Poverty Guidelines.

You can only be evaluated for participation to receive a discount under the Sliding Fee Scale if you provide the required documentation. If you have any questions, please contact our referral specialists at (414) 540-2170 who can assist you.

If you are eligible for other assistance programs, (such as Badgercare), we cannot accept a payment based on the sliding fee schedule in lieu of using your insurance.

Charges are based on the customary fees in our community. We expect you to pay co-payments, deductibles, and fees at each visit unless other payment plans have been made. Please *tell us immediately about any changes in your insurance, address, email, or telephone number.* If there is a balance on your monthly statement, please pay it within ten days to save on re-billing or collection charges. If we need to collect an unpaid balance, we only release to the collection agent the information needed for that purpose.

CHARGES/FEEES

	MSW	PHD	MD
	\$	\$	\$
53-65 minute session	225	225	225
37-52 minute session	150	150	150
16-36 minute session	75	75	75
Family or Couple Session	150	150	150
Initial assessment	250	250	250
In Home Therapy	100/hr	100/hr	100/hr
Group therapy session	50/hr	50/hr	50/hr
Medication Management			75-225
Psychological Testing		100/hr	
Psychological Test Interpretation		150/hr	

Testing charges depend upon number of tests and specific tests selected.

INSURANCE

We will file the insurance claim for you. Filing an insurance claim means releasing information needed for payment, including the service provided, diagnosis, dates of service, and charges.

Some insurers require treatment records in order to process a charge, some may want additional information from you. Please respond to any requests from your insurance company for additional information. Insurers should treat this information confidentially, but we cannot be responsible for how the insurer handles information.

Sometimes a report from us is required before additional services are authorized and the company may require periodic updates on treatment progress. This is especially true if you are receiving intensive services from our in home program.

If you have health insurance, we are legally required to charge you any deductibles and co-payments. After all the insurance is collected, we will charge you any remaining part of the fee that the insurance company did not cover. If you have secondary insurance, we will bill any remaining balance to that insurer. It is your responsibility to be aware of your coverage and the requirements of your insurance. *You are ultimately responsible for payment of the bill.*

We review our policies and fees regularly. If fees are increased during your therapy, you will receive notice at least 15 days in advance.

Also at hourly rates

Reports or correspondence. Lengthy telephone calls with you or on your behalf – with teachers, caseworkers, physicians, or others – to gather information to help (with your written permission to call). Reviewing extensive records of your previous health and mental health services. In the case of a hardship, we will work with you to develop a reduced fee or payment plan based upon a sliding fee scale.

Cancellations without 24 hour notice may be charged to you.

Limits to Confidentiality

Treatment is a private confidential relationship involving just the therapist and you. Information is sent to other professionals outside our treatment team *only with your written permission*, except when the law requires us to disclose information. For instance, the therapist, by law, is usually required to work with a clinical supervisor in order to provide the best treatment he/she can. Ethically, therapists working with couples or families only release the entire family record if all family members (over 13) seen in marriage or family therapy give written permission. All members in group therapy should keep everything discussed in the group confidential.

There are a few emergencies or situations in which *counselors have a legal duty to share information which may help protect you or your family*. **These situations include abuse or neglect of children or the elderly or when a client may be a danger to self or others, or under some subpoenas or court orders.** Then, the therapist may need to take steps to protect people from harm or warn them, such as contacting a family member or recommending hospital treatment.

Certain county/state agencies, and insurers may have a right to records for the purpose of investigations, audits, or verification of charges. The auditors must keep all information confidential. There are some situations in which information is "Privileged," i.e., it can't be divulged in court without your permission. Ask if you have concerns about it.

We will let you know how information is handled when different members of a family are seen. For example, therapists who see a child build the child's trust by keeping whatever the child discusses confidential. Note: If you are in marriage therapy, family therapy, or group therapy, ask your counselor to explain how privacy is protected. Often, the rule is information given to the marriage or family therapist outside the family meeting may be disclosed to the family, at the discretion of the therapist.

SHOREHAVEN BEHAVIORAL HEALTH

is a Wisconsin certified mental health and alcohol and drug treatment clinic. In order to provide you a wide range of services, SBH includes three programs: Outpatient Mental Health and Substance Abuse, Psychiatry, and In-Home Services for Youth.

Our therapists include licensed psychologists, professional counselors, social workers, substance abuse counselors, family therapists, art therapists, and psychiatrists. Most have Masters or Doctorate Degrees. Most are members of the American Association for Marriage and Family Therapy, the National Association of Social Workers, the National Association of Alcohol and Drug Counselors, American Counseling Association and other groups requiring *high standards of ethics and training*.

Shorehaven employees do not discriminate on the basis of age, sex, race, religion, ethnic origin, marital status, physical or mental disability, health status, military status, or sexual orientation. We offer services to all people for whom we have the appropriate skills and knowledge and funding.

**When you need help...
choose Shorehaven**

Shorehaven Behavioral Health, Inc.
Excellence in Mental Health Care

We rely upon our clients to refer others who may benefit from our services. If we've helped you, please let others know about SHOREHAVEN. This helps us reach people who may benefit from our help.

Thank you for your trust. We look forward to working with you.

Phone: (414)540-2170
Fax: (414)540-2171

www.shorehavenbhi.com

WISCONSIN CLIENT RIGHTS

The following is a brief summary of the rights of patients under Wisconsin law and administrative code. Patient rights with an asterisk (*) behind them may be limited or denied for certain reasons.

Treatment rights

Every patient has the right to:

- Receive prompt and adequate treatment.
- Participate in their treatment planning.
- Be informed of their treatment and care.
- Refuse treatment and medications unless court-ordered.
- Be free from unnecessary or excessive medications.

Record privacy and access

Every patient has the right to:

- Staff must keep patient information confidential
- Records cannot be released without patient consent* - *with some limitations*
- Patients may see their records* - *with some limitations*
- They can always see records of their medications and health treatments
- During treatment, access may be limited if the risks outweigh benefits
- Patients may challenge the accuracy, completeness, timeliness or relevance of entries in their records. Procedures are explained in the HIPAA privacy policy.

Miscellaneous rights

Every patient has the right to:

- Be treated with dignity and respect by all staff of the provider
- Be informed of his or her rights
- Be informed of any costs of his or her care
- Refuse drastic treatment measures
- File complaints about violations of his or her rights
- Be free from any retribution for filing complaints