



Lillybrook

In Times of Struggle, We Are Here

Client Name: _____

Chart #: _____

Facility and Outpatient Program Rules

Clients will receive a copy of the program and facility rules upon the entrance to the program. If there are updates to the rules, the rules will be re-distributed. Questions may be discussed with the treating therapist. Along with the rules, clients will receive the consent to treat form and a booklet about the recipient rights information. Client and/or family member's signature on the Orientation Checklist indicate receipt of these items. Any concerns or disagreements expressed by the client regarding program or facility rules should be duly noted within the progress note or on the treatment contract itself.

1. Clients are expected to keep scheduled appointments. Advance notice is requested when cancelling is anticipated. In the event of an emergency or unplanned interruption, a prompt phone call is essential. Clients may be billed for missed appointments if they have not given the therapist 24 hours prior notice. In the event that you are late, you will be seen upon your arrival and your appointment time will be reduced by the amount of time you were late. However, if you're more than 20 minutes late, your appointment will be cancelled, and you will be assessed the \$75 late cancellation fee. Exceptions can be made at the discretion of your therapist and/or the clinical director. Repeated failure to show for appointments will result in case closing, at the decision of the therapist and/or administration. In the event that your therapist is late, your full appointment time will be honored as soon as your therapist is available.
2. Illegal and legal drugs are prohibited on the premise – in addition, prescription drugs are prohibited. This also includes alcohol and over the counter medications. Selling of illegal substances on the premise will result in staff contacting the police. Clients are to be sober when coming to appointments. If they are not sober, the session will not take place and the client will be charged for a missed appointment. An emergency contact person/guardian may be notified if the adult client has driven themselves to the clinic or if the client is a minor. Weapons are also not allowed on the premise, even if one is legally able to carry one.
3. Clients are required to refrain from disorderly conduct in the building. Physical and verbal abuse and exploitation will not be tolerated; and will be grounds for discharge from the program with appropriate police action sought. Likewise, deliberate deceiving and manipulation may be interpreted to be a lack of investment in treatment and may result in discharge from the program. Nonviolent practices are utilized at Lillybrook Counseling Services. 9-1-1 will be called immediately if necessary.
4. The use of tobacco products on the premise is prohibited.
5. Clients are to refrain from wandering around the building. The reception area is available for our clients' comfort. Under no circumstances is a client to enter the clinical area without staff approval. The clinical area is defined as any office connecting to the waiting room. Public bathrooms are located in the main hallway of the building. Minor children should not be left unattended and parents are expected to remain on the premise during their child's appointment.
6. Clients are to inform their therapist of any and all medications which he/she may be taking. Additionally, it is the responsibility of the client to inform their therapist of any outside psychiatric services being obtained, and where necessary sign a release of information allowing for communication between the treating psychiatrist and treating therapist.
7. Clients are expected to fulfill their financial obligation to the clinic at the time of service. Failure to pay outstanding balances may result in clients being discharged from treatment and found ineligible for services. Preliminary insurance information is reviewed at intake but this is not a guarantee for payment. You may be charged for phone calls, letters, and medical records releases. Please see the benefits summary for all financial responsibilities. Outstanding balances are the sole responsibility of the client/guarantor.
8. Clients are expected to participate in the treatment as defined by the therapist and the client together through the treatment planning process. Disagreements over the focus of treatment should be discussed with the therapist. Services are voluntary and if an agreement can not be made, the client is free to seek services elsewhere.

9. Clients may be referred to adjunctive services such as support groups, including AA, NA, etc. as prescribed by their therapist. Mandated clients are to follow the orders and regulation of the body in which mandated the treatment (e.g. legal system, etc.).
10. Initially clients will engage in the assessment process with the therapists. Clients will then participate in their treatment planning and may start targeting areas that are positive for them to continue to enhance functioning. Interventions recommended and used will be discussed with clients and based on their strengths, needs, abilities, and preferences. The client is expected to be an active participant in all levels of care here at Lillybrook Counseling Services and will be asked to sign certain documents to indicate such.
11. A client will be ready for discharge as mutually decided between the client and the therapist. This decision will be a result of the completion of program goals and objectives. Transition planning will be completed at this time.
12. Clients may be asked to be a part of outcomes research, as Lillybrook is continuing to strive to provide maximum service for their clients including program effectiveness, efficiency, access, and client satisfaction. This may include asking clients to complete questionnaires, be interviewed by phone, or internally retrieve information from their individual record. Clients may be a part of this research while they are actively participating in the program and/or after discharge of the program. Aftercare is also important to Lillybrook so clients may be contacted to see how they are doing after they have received services at Lillybrook.
13. Clients are to read the Recipients Rights booklet provided to them at intake through the client portal. Clients are to contact the Recipient Rights advisor if they feel their rights have been violated. A formal complaint will not result in retaliation or barriers to series. Also, clients should review the Informed Consent to Treatment form thoroughly wherein lies a description of the Grievance and Appeals process, as well as how a person may regain program privileges if they have been discharged from the program. Signing the Informed Consent to Treat form indicates a client understands the program rules and understands all details on the form. This program does not include sanctions, interventions, or incentives.
14. In case of emergency during a session, clients are to follow the direction of the therapist. If evacuation is necessary, all family members will evacuate with the client and the therapist and will meet in a designated area outside the building.
15. Clients are asked to refrain from gift giving to therapists, support staff, and administration for any purposes including for gratitude, holidays, birthdays, anniversaries, or any other celebratory occasion.
16. There is a two-way expectation of privacy for services at Lillybrook Counseling Services. In consideration of electronic devices and capabilities you are asked to refrain from recording sessions in any form without the expressed written consent of all parties involved. Failure to follow this policy will result in termination.

****My signature on the orientation checklist indicated that I have read and understand these rules.**