



## GENERAL INFORMATION SHEET

The St. Joseph Mercy Outpatient Behavioral Services staff looks forward to working with you. Please read the following introduction to clinic policies and practices to help you receive the best possible care.

**Professional Backgrounds:** All staff psychiatrists and therapists are licensed, registered, or certified by the State of Michigan in their respective treatment professions, hold at least a master's degree in psychology, social work, or a related field, and have considerable experience. Further questions regarding training and areas of expertise are welcomed by your therapist.

Office hours with secretarial support available are:

Monday through Thursday, 8:00 am to 7:30 pm  
Friday, 8:00 am to 4:30 pm

Therapist's Name: \_\_\_\_\_ Credentials: \_\_\_\_\_

Direct Phone Number: \_\_\_\_\_

Office hours for all therapists are by appointment only. Unfortunately, drop-in visits cannot be accommodated. Appointments are scheduled by the individual therapist at the end of each session. Keeping follow-up appointments is essential to treatment success as well as to anticipating and preventing problems.

**Reaching Your Therapist:** The best way to reach your therapist is by calling his/her direct phone number as shown above. All therapists have their own voicemail line, which they check frequently. This is the PREFERRED, most effective way to reach your therapist under most conditions. You may also call the clinic receptionist at 734-786-2300 if you need assistance in reaching your therapist when the call is urgent.

### **Suicide Prevention Hotline Telephone Numbers:**

**All Counties** Dial 211 to reach the United Way Referral Line; you will be connected to a live person who will assist you in finding help.

1-866-953-HELP (4357) is the toll-free number to reach the United Way Referral Line for cell phone service providers who have not yet set up the 211 service for their customers.

**Washtenaw/Wayne Counties** 1-734-996-4747 to reach Psychiatric Emergency Services

**Livingston County** 1-517-546-4126 to reach Livingston County Community Mental Health

**National** 1-800-241-4949 to reach the National Suicide Hotline

**Cancellation Policy:** You must give at least 24 hours notice to your therapist to cancel or rearrange an appointment time. Failure to do so will result in missed appointment fees. Please note that missed appointment fees are not reimbursed by insurance and will be an out-of-pocket expense for you.

**Appointments with Therapists:** Appointments with therapists are typically 45 minutes in length. Group sessions are often longer. Each therapist sets his/her own starting and ending times, so it is wise to clarify expectations with your therapist. Concerns about promptness or length of sessions should be discussed with your therapist.

**Appointments with Psychiatrists:** There are two types of appointments with psychiatrists – the first visit or initial evaluation is usually 40-60 minutes in length; subsequent medication reviews run 10-30 minutes on average. On rare occasions, the psychiatrist's appointments may run a little late.

**Medications and Refills:** When medication is indicated, the psychiatrist will work with you to find the medication that works best for you. In return, you need to work with the psychiatrist in reporting improvements and any side effects during your scheduled visits. It is the patient's responsibility to monitor his/her medication supply to insure that they will not run out prior to their next visit with the psychiatrist.

Websites: A popular website used as a resource for health information is [www.webmd.com](http://www.webmd.com). Saint Joseph Mercy Health System does not endorse, or guarantee the validity of the information, found at this website. The website for Saint Joseph Mercy Health System is [www.sjmercyhealth.org](http://www.sjmercyhealth.org).

Contacting Psychiatrists Between Visits: The psychiatrists may be reached by calling the medical secretaries office at 734-786-2300 during business hours: Monday through Friday 8:30 am to 4:30 pm. The secretaries will locate a psychiatrist on your behalf. If it is an emergency, please let the secretary know. Some psychiatrists may prefer that you call their pagers or private office numbers. These procedures should be clarified with the psychiatrist on your initial visit.

Payments and Insurance: Your payment or co-payment is due at the time of the appointment. All payments can be made either directly to the therapist or to the front desk located in the waiting room area. An itemized receipt will be provided. If you have questions about what your policy covers, you may either 1) contact your insurance company to determine if and to what extent outpatient mental health visits are covered; or 2) ask the Patient Services Representatives (734-712-5582, 734-712-5448, or 734-712-2438) to clarify your coverage. No later than the second visit with your therapist, they will provide your therapist a copy of the Fee Agreement for you to review, which explains exactly what your financial obligation will be. Read it carefully and discuss any questions you have with your therapist.

Keep in mind that, as a hospital-based facility, our bills usually are sent to you only after your insurance company has responded. Often charges from different times appear together while others have not yet shown up. If for some reason your insurance company's portion has not been paid within 60 days, the entire unpaid balance will appear on your bill. Also, mental health clients commonly attend a series of treatment sessions, often resulting in many similar charges spread over several monthly statements. These can quickly become confusing especially if payments fall behind. It is therefore prudent to keep your account current.

Other Patient Responsibilities: Many clients do not realize how crucial their own role is when receiving mental health treatment. You can make a big difference in the outcome of your care by actively participating in your treatment. The following are things you can do to get the most out of your visits:

It can be very uncomfortable to tell a therapist your most personal problems. Such feelings are a natural part of the initial consultation in particular. However, these feelings are usually relieved through the process for clarifying the problem and learning more about it.

Bring up any uneasiness or concern that you have with the way your therapy is going, whenever such reactions arise in the course of treatment.

#### REMINDERS:

Missed appointment charges are not covered by insurance and must be paid out of pocket. Co-payments are due at the time of service. Patient statements are only mailed to patients if there is an outstanding balance after the insurance company has paid. If you have questions regarding your account balance, please speaking with one of our Patient Financial Services Representatives at 734-712-5582, 734-712-5448, or 734-712-2438.

#### Feedback/Questions:

If you have feedback or questions about our services, safety issues or your treatment, please follow these steps -

1. First, contact the clinic at 734-786-2300 and ask to speak with the Office Manager or the Clinical Manager, depending upon the nature of the issue. We want to hear from you.
2. If you have concerns that you do not feel were addressed by the clinic, please contact the Patient Relations Department for the hospital system at 734-712-2700.
3. If your concerns remain, we encourage you to contact our accrediting agency, the Joint Commission on the Accreditation of Hospital Organizations at 800-994-6610 or email them at [complaint@jcaho.org](mailto:complaint@jcaho.org).

**Thank you for selecting St. Joseph Mercy Outpatient Behavioral Services and for taking the time to familiarize yourself with our procedures and practices.**