

# *About Your Treatment at Our Office*

## *FAQ's (Frequently Asked Questions)*

As a new patient at Comprehensive Psychiatry Group, Inc. (CPG), you may have numerous questions about the services we provide and how we provide them. This handout was prepared to help you find answers to many of the most commonly asked questions about treatment at CPG.

☐ **OFFERED SERVICES** – CPG offers the following services to patients regardless of their race, economic status, gender or age:

INITIAL EVALUATION / ASSESSMENT – This service may be performed by one of our Master's Degree educated and state licensed Counselors or Social Workers, Psychiatrists, Psychologists or Psychiatric Nurses. During this session(s), we gather information about your history, and life experiences to help us arrive upon the most appropriate diagnosis and plan of treatment.

INDIVIDUAL THERAPY – This service is performed by one of our Master's Degree educated and state licensed Counselors or Social Workers, or our Psychologist. Your clinicians will work with you individually to help you make progress towards your desired goals.

FAMILY THERAPY – This service is performed by one of our Master's Degree educated and state licensed Counselors or Social Workers, or our Psychologist. . Your clinicians will work with you and any other family members / significant others to help you make progress towards your desired goals.

It is not at all unusual for the clinicians at CPG to use a combination of Individual and Family sessions while you are receiving services at our office.

MEDICATION MANAGEMENT - This service is performed by our Psychiatrist or one of our psychiatric nurses. You will meet with the clinician to assess the possibility of starting medications designed to assist you in better meeting your treatment goals. You may be seeking this type of service on your own, or you may have been referred for medication evaluation / management by one of our therapists. If medications are recommended and you agree to this course of treatment, you will meet periodically (from every few weeks to every few months), with the psychiatrist or nurses to review your progress with the medication(s) prescribed.

☐ **OUR STAFF** – CPG is comprised of a number of clinical and non-clinical staff. "Clinical Staff" refers to the Psychiatrist, Psychologist, Counselors, Social Workers, and Nurses who will be working directly with you to help you reach your desired goals. All of our clinical staff is licensed in the state of Ohio by the appropriate licensing board and is required to stay on top of the latest developments in their respective field by attending

Continuing Education workshops and conferences throughout each and every year. We pride ourselves in the level of competence of our clinical staff and are sure that you'll find them to be well educated and able to help you reach your goals.

"Non-Clinical Staff" refers to all of our support staff whose job titles include: Office Manager, Receptionist, Intake / Authorization Specialist, and Billing Specialist. These are the staff that will be greeting you when you call on the phone, or when you come to the window to register for your appointment. We expect that you'll find our non-clinical staff to be courteous and professional in all of your interactions with them.

**☐ TREATMENT PLANNING** – Your clinician will be working with you for the first few appointments to help you establish an "Individualized Treatment Plan", (ITP). This ITP will specify your goal(s), your objectives (steps towards your goal(s), baseline scaling (using a 1-5 scale to rate how you are currently doing towards your goals and objectives, interventions (what services you will receive from CPG or elsewhere to assist you in making progress towards your goals, duration of the treatment (expected time frames for reaching your goals), and the name of the provider(s) at CPG who will be assisting you in all of these areas. You will be asked to sign the ITP, indicating your participation in the making of this and your understanding of the treatment plan.

**☐ DISCHARGE PLANNING** – At CPG we actually start the Discharge Planning process as early as the second or third sessions. During the development of your Treatment Plan we will be discussing the "Criteria for Termination of Treatment", or simply put, "How will you know when you are ready to stop treatment"? Your input in this area is vital so that together we can arrive upon the most appropriate / realistic ways to measure when you are ready to end your treatment at CPG.

It's not at all unusual for different types of treatment to have different ending dates. For instance, you may decide with your therapist to stop counseling services because you are content with the level of goal attainment you have made, but at the same time, you may wish to continue in medication management sessions with the psychiatrist / nurse. This is completely normal and understandable.

**☐ PERCEPTION SURVEYS** – From time to time while you are a patient at CPG, you will be asked to complete a brief survey to rate your experiences with our staff. While we certainly strive to provide nothing but the best quality services, we understand that occasionally a patient may be dissatisfied with some aspect of our care. We very much need to know what you like and don't like about your treatment at CPG so that we can continue to provide quality services and make improvements when necessary.

We thank you again for choosing CPG for your behavioral health needs and we promise that we will do our best to provide you with quality, timely services.

*Thank You*