

### Treatment Details

- The Outpatient Partial Hospitalization Program (PHP) and Intensive Outpatient Program (IOP) are group based programs. Patients will spend the majority of the treatment day in group therapy under the direction of a multidisciplinary treatment team.
- The treatment team may include the Psychiatrist, Advanced Practice Nurse (APN), Physician Assistant (PA), Psychiatric Nursing staff, Clinical Therapist (CT), and Behavioral Health Associate.
- The CT is the primary point of contact. Patients can expect to meet with their assigned CT within the first two days of starting program.
- Patients will meet with the Psychiatrist, APN, and/or PA within the first three days of starting a program. Treatment times vary but patients are generally seen by the Psychiatrist, APN, and/or PA twice per week in PHP and once per week in IOP.
- Additional program specifics will be outlined in a program handbook and reviewed during orientation.

### Release of Information

- We highly recommend that a release of information (ROI) is signed for all individuals currently involved in the patient's treatment. The ROI allows us to coordinate care with the family, physician, school and/or other treatment providers and is extremely important in establishing long-term recovery.

### Insurance and Billing

- For specific questions or more detailed information related to insurance coverage, eligibility, or benefits, we encourage you to contact the customer service number on your insurance card. General questions can be directed to our business office at 630-305-5096.
- Once the patient starts a program, the insurance company will be contacted for initial authorization. This process can sometimes take a few days but you will be kept informed by your CT of any issues that may arise.

### Program Details

- Program location and times can be found on the provided program start card/letter.
- On the first day please arrive 15 minutes prior to the start of program.
- Be prompt and prepared to start group at start time

### Policies

- Late/absence policy
  - » If the patient is going to be late, call to inform program staff as soon as possible.
  - » If the patient is going to be absent for the day, call within one hour of the start of program to inform staff.
  - » In the interest of the patient's well-being and safety, the police may be notified to conduct a wellness check if no contact is made.
- Lunches/Breaks
  - » No food services are available at our outpatient locations. A refrigerator or microwave is not available on site. Bag lunches are recommended. You are permitted to leave for lunch.
- Smoking Policy
  - » Our campus is smoke-free.
- Cell Phones and Electronic Devices
  - » Patients may bring cell phones, but will be unable to use them in groups. Plan to check messages and return calls on break time. No texting is permitted during group time.
- Dress Code
  - » Casual dress is appropriate. Clothing with sexual or drug-related slogans, sleeveless/tank tops or midriff tops, and shorts above mid-thigh are not allowed.
- Prescription Medication
  - » We are unable to administer any medications (including Tylenol, Motrin, and Aspirin). Patients may bring the appropriate dose of medication with them if dosage times are within program hours.