



## Northwest Behavioral Health Services Patient Expectation and Consent Form

The purpose of this form is to explain clinic operations and your rights. Please read this information and keep a copy for future reference as needed. NW Behavioral Health Services will require your signature on the second page to verify receipt and understanding of the information. Any questions can be directed to the Clinic Manager or Care Coordinator at (816)232-4417.

**How long will my session be?** Session times will vary in length depending on your needs and the type of services you receive.

- Counseling sessions are typically about 45-50 minutes.
- Your initial session may be longer because your provider will need to get acquainted with you.
- Other types of sessions may be shorter. Visits for medication management are typically 15-20 minutes in duration.

**Is my information private?** All things you discuss with our staff are private. We will not share it with others unless you tell us that we can in writing. Your provider may share your information with others without your consent if:

- You are a danger to yourself or others, including hurting yourself or someone else.
- In cases of abuse or neglect. The Children's Division and/or Division of Senior & Disability Services may request records for an investigation.
- If your records are subpoenaed by the court.

**What should I do during treatment?** Follow through with your treatment plan. It's your guide to success. Research shows that this is the best way to get better! Here's what you should do:

- Come to all of your sessions as scheduled.
- Take your medications as prescribed.
- Follow **all** aspects of your treatment plan, not just parts of it.
- Be open and truthful with your provider!
- See only one therapist or psychiatrist at a time.

If you do not follow your treatment plan, we may recommend that you be discharged from NW Behavioral Health services.

### Attendance Policy

- Arrive on time. If you are more than 15 minutes late, we will consider you a no-show.
- Call at least **24 hours** ahead of your scheduled appointment time if you need to cancel or reschedule. Failure to do so will be regarded as a no-show.
- Tell us if your address, phone number, or insurance changes.

**Patients that No Show for 3 consecutive appointments or 4 appointments within a 12 month period will be discharged from services.** If you are discharged from NW Behavioral Health Services, you will not be eligible to return to care for 1 year.

Our staff will make a courtesy call the day prior to your appointment, to remind you of your appointment time. Please note: It is still YOUR responsibility to keep track of and remember your appointment information. If you do not receive the day prior call and fail to appear for your scheduled appointment, it will still be regarded as a No Show.

**What should I do in an emergency?**

During Normal hours: (Monday-Friday from 8:00 a.m. to 5:00 p.m.) call the Behavioral Health Clinic at (816) 232-4417 or the Clinic site in which you receive services.

After hours or weekends:

**Call the Crisis Hotline (888) 279-8188 or seek treatment at the nearest Emergency Room.**

**Courtesy Calls**

We may leave a message on voicemail or with a person at your home or other number with the following information:

- Session Reminders
- Changes to your appointments
- Insurance or payment information

Please fill in 2 numbers that we can call

Phone #1 (\_\_\_\_) \_\_\_\_\_

Phone #2 (\_\_\_\_) \_\_\_\_\_

Your home address: \_\_\_\_\_

\_\_\_\_\_

**By signing here you are confirming that you understand and agree to follow the guidelines as outlined in this document:**

Patient Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

Date \_\_\_\_\_

Parent or Guardian: \_\_\_\_\_

Date \_\_\_\_\_

Relationship to the Patient: \_\_\_\_\_