

# Greatland Clinical Associates, LLC

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## Commitments and Expectations

### Engaging in Treatment:

Welcome to Greatland Clinical Associates, LLC (GCA), also known as, Greatland Mental Health, LLC (GMH). Engaging in treatment is not to be entered into lightly. Successful care requires commitment on our part and yours.

At GCA, we strive to provide you with the best care possible. We will do our best to provide you with a thorough, comprehensive evaluation. A clinician may consult with other professionals at GCA in order to provide the best treatment possible. We will describe treatment options and information regarding the benefits and risks of each. We will work with you as you continue to pursue your goals.

Good care requires we form a partnership. We will provide a competency and compassion. Your part will require honesty and transparency. An active, engaged client, learning about their illness is more able to manage their problems, and not let problems manage them. If things are not going well or there is a reason to change treatment then please let us know. Questions are always welcome.

### Keeping Appointments:

Keeping appointments is integral to the treatment process. We recognize that things can come up and make it impossible to keep your appointment. Please let us know of this as quickly as you can so that we can reschedule and offer that time to another client. We do ask for one business days' notice if you are to cancel or reschedule an appointment. **For a missed appointment or a late cancellation, a fee may be assessed: For the first event, the fee is 50% of the scheduled appointment. For a missed appointment or late cancellation thereafter, the fee is 100% of the scheduled appointment.** It is our clinic policy to refer clients to other provider when there have been two or more missed appointments or late cancellations in a 12 month period. Should this occur, GCA will be happy to provide referral names and contact numbers of other providers who may be a better match.

### Prescription Refills:

**GCA requests a four (4) business day notice for all medication refill requests.** Please notify your pharmacy if you need a refill, and ask them to fax a refill request to our office. If a problem arises, let us know. Certain medications cannot be faxed, phoned in, or refilled early. Planning ahead helps prevent running out of medications

### Payment for Services:

Payment is expected at time of service. Once you have engaged in services, it is important to us that you are able to continue. If your financial situation changes, please, let us know as soon as possible. We will attempt to work with you. However, if your account becomes over 60 days past due, we will charge interest at a rate of 10.5% annually (.875% monthly). If your account is 90 days or greater past due, or if your account exceeds \$500, without significant effort to meet your obligation, we reserve the option to cease providing services for you. We will provide appropriate referrals for alternate providers. Accounts greater than 90 days past due may be submitted to a collection agency, although we prefer not to use this option. All fees associated with this will be charged to the client.

### Contacting the Clinic:

You may reach us during business hours at (907) 929-4009. Our fax number is (907)929-4902. GCA has business hours Monday through Thursday 9:00 AM to 5:00 PM, and on Friday from 9:00 AM to 3:00 PM. We are closed for lunch from 1:00 PM to 2:00 PM every day. If we do not answer the phone during our regular office hours we are either on the phone or away from the desk. Please feel free to leave a message and we will get back to you as soon as possible. If you are calling after hours, please leave a message and we will get back to you the next business day. If you are experiencing a life-threatening emergency please call **911 or proceed to the nearest emergency room.** **Or call the Community Crisis Line at (907) 563-3200.** For non-life-threatening urgent questions, the after-hours GCA pager number is (907) 444-7388. Please leave a message on this secure line. Pager coverage can be spotty in our large state, if you have not had a return call within 6 hours assume your message was not received and call back. If you cannot safely wait please utilize the emergency room, 911 or the Community Crisis Line.

Email is not a secure medium and confidentiality cannot be ensured; nor is it a reliable method of contacting counselors in crisis or non-crisis situations. Please telephone GCA to ensure prompt, confidential staff response.

### Students and Scribes:

GCA is at times a training rotation for students, and also some clinicians may request a use of a scribe during sessions. You may decline the presence of a scribe or student, if you do not wish for them to be present at any point during a session. I also may be asked by my clinician to have my sessions audiotaped for the sole purpose of documenting sessions after the session is over. If I am to be taped, that process will be discussed with me. At all times my privacy and care will be treated with the highest regard.