CLIENT HANDBOOK/FLYER - Lukas Counseling

WHAT TO EXPECT

Sessions are scheduled with your therapist, and the frequency/ duration depends upon your needs and the therapist's schedule. We will try our best to accommodate your schedule. Most therapists require that they meet with the client alone, in a private area, even if it is via Telehealth. Adults must be present in the home in order for the therapist to perform in-home services; however, we ask you to respect the therapist's techniques and skills and to ask questions, if uncertain.

Finding the right therapist is a process. Sometimes the therapist assigned does not match your needs. Simply email us at psychiatry@lukascounseling.org and let us know. We will try our best to re-assign you to someone else. Nobody will be offended; we just want to make sure you are happy, and we find the right therapist for you amongst our 130+ contracted staff.

Therapists reserve the right to close your case if they feel you are non compliant with therapeutic activities or company procedures. If so, we will refer you to another agency. Therapists cannot transport you.

Verification of Sessions - Therapy sessions require that the therapist either have you sign a Verification Form (if the session was in person), or a screenshot (if it was via telehealth). This is an internal quality process, and your information is always protected and kept private.

EMERGENCIES

What is an emergency? - An emergency is a life threatening situation in which an individual is imminently threatening harm to self or others, severely disoriented or out of touch with reality, has a severe inability to function, or is otherwise distraught and out of control.

Examples: Acting on a suicide threat, Homicidal or threatening behavior, Extreme feelings of anxiety or depression, Self-injury needing immediate medical attention, severely impaired by drugs or alcohol, highly erratic or unusual behavior that indicates very unpredictable behavior and/or an inability to care for themselves.

WHAT DO I DO IF I HAVE AN EMERGENCY?

Call 911 - Police officers can come to your house and do a quick assessment, and if necessary, take the person to a Baker Act Admitting Facility for the person to spend 24-72 hours in a safe place. Or Call your local county's Baker Act Admitting Facility.

Then, contact your clinician. If the clinician is not there, please leave him/her a voicemail. If the clinician accepts text messages, you can leave a text. Please understand that if it is after hours, the clinician may not be able to return your call right away, but please leave a message.

Contact Us: referrals@lukascounseling.org - *Please know that our office staff or clinical supervisor may not be able to help in case of an emergency, therefore, always follow the procedures mentioned above.* ***We are not a 24/7 psychiatric facility****. — Thank you for your understanding.*

Additional Phone Numbers or Resources that you can call: Abuse Reporting Hotline: 800-96-ABUSE Suicide Hotline: 800-SUICIDE Abuse/Neglect Hotline: 800-962-2873 Domestic Violence Hotline: 800-799-SAFE Sexual Assault Hotline: 800-656-HOPE Teen Talk Line 800-273-TALK We have additional numbers and resources on our website! www.lukascounseling.org and select Counseling.

CHANGING YOUR MEDICAID PLAN

The phone number for **MEDICAID OPTIONS is 888-367-6554**

You can call to change your Medicaid plan at any time based on their restrictions.

OUR WEBSITE

www.LukasCounseling.org

CLIENT FORMS - You can access the client forms that are required to be signed at intake, and then later on every 3-6 months depending on your treatment. They are all found on our website.

OUR TEAM – Get to know our team. We are all listed on our website under "Our Team".

UPDATED INSURANCE LIST – If you go to "Insurance", you will see a list of our most up-to-date insurance coverage that we take.

RIGHTS & RESPONSIBILITIES

CLIENT'S RIGHTS

Respect – you and your family will be treated with respect by all LUKAS COUNSELING staff. Anti-Discrimination – Your religious and cultural beliefs will be respected. You will not be treated differently based on your age, sex, race, or ethnic group. Termination of Services – You can stop services at any time by telling the counselor. Confidentiality- Information about you will not be shared with anyone without your permission (parents if you are under 18). There are exceptions to this rule, such as if we have to report suspected abuse or neglect, if we believe someone is in danger, or if a judge orders it. Information that your child shares with the clinician is considered private, and in most cases, and depending on the child's age, should not be revealed to parents in order to preserve the child-therapist sense of trust. Without trust, the therapeutic relationship is broken & success hard to obtain. Records- You have the right to read and have copies of parts of your information. We may require that we are present to explain what is written. You are permitted to request an amendment to this information if the information is inaccurate. You may be entitled to know when a release of your information is made. All record requests must be initiated on our website. Grievances- You can make a complaint by writing to us at LCC - P. O. 784719 WINTER GARDEN FL 34778 or e-mail QA@lukascounseling.org

CLIENT'S RESPONSIBILITIES

Attendance – You and your family are expected to keep appointment times. If you cannot keep the appointment, you must call the counselor within 24 hours. Please be aware that therapists have the right to close your case if you repeatedly cancel your appointments or there are no-shows. If closed, you can re-apply for services by submitting a referral form. Participation – You are expected to participate in treatment and follow recommendations. This includes, but is not limited to, the development of treatment goals and cooperation during the session. Notification- You agree to inform the counselor if you move, change phone numbers, etc. Payment – Some insurance coverage might require a co-pay. You are responsible to pay such co-pay to the therapist in a timely manner. Lukas Co reserves the right to close your case if you fail to pay co-pays as required by law.

THANK YOU