

## Clinical Information Sheet

- Comprehend 24 hour toll free number: 1-877-852-1523
- 24-hour Crisis Number: 1-877-852-1523
- Hospitals:
  - Meadowview Regional Medical Center - 1-606-759-5311
  - St. Claire Medical Center, Morehead, KY - 1-606-783-6500
  - Fleming County Hospital, Flemingsburg, KY - 1-606-849-5000
- Poison Control: 1-800-222-1222
- Women's Crisis Center: 1-800-928-6708
- Children's Crisis Center: 1-606-564-4016
- Homeless Shelter - Adams Co., OH: 1-937-544-8164

### Our Vision:

Comprehend is committed to the continual pursuit of excellence in behavioral health services by providing the highest quality individualized care through a staff of dedicated and expert professionals, thereby becoming the employer, provider and partner of choice.

### Our Mission:

Our mission is to enhance the well-being of individuals, families, and communities by advocating for and providing integrated healthcare services in a welcoming and caring environment.



*"Helping You Put The Pieces Together"*

## Patient Information



### Welcome To Our Office

We appreciate your choice of this office to serve your mental health and substance abuse needs. Our goal is to provide you with the very best care.

Our entire staff operates as a team. We take pride in each staff member's training, capabilities and participation in providing service to you. We want you to have the same confidence that we do in our team.

Please take some time to review this pamphlet. We think the more you know about our services, the better we can serve you.

Comprehend provides services on a 24 hour basis for all clients and we are the safety net for the Buffalo Trace Region - (877) 852-1523.

## **Assessment**

Outpatient mental health and substance abuse care involves an initial evaluation by a therapist. We gather information to determine your needs. You will be asked questions about your behaviors and feelings, about your family and your current situation. You will also be asked about things that are causing stress for you right now and important past events that caused you stress.

Sometimes further evaluation is needed and you may be referred to one of our psychiatrists. A psychiatrist is a medical doctor whose primary function is to diagnose problems and prescribe the right medicine. You may also be asked to take some psychological tests to help us gather more information about you.

## **Treatment**

We use different methods to help people deal with their problems. Counseling is a tool often used to help people deal with their mental health and substance abuse issues. This involves not only talking about things, but also learning new ways to cope with stressful situations. Some people may benefit from participation in an adult day program called “Therapeutic Rehabilitation”. Sometime children are referred to the IMPACT Program, which provides supplemental services to children and their families.

Your therapist may refer you for one or more types of treatment, and it is important to remember that making things better is sometimes not easy and usually requires you to do some hard work!

## **Financial policy**

We charge a fee for the services we provide. This may be paid by a reimbursement from an insurance company and copay by you. Other sources of payment include Medicaid and Medicare. Some of our clients are “private-pay”.

We also have a policy to establish fees based on your ability to pay.

## **Conditions of Service**

When you sign up for services from Comprehend, you are signing a “contract” in which we agree to provide you with mental health and/or substance abuse treatment and you agree to do your part.

You agree to keep your appointments (or let us know as soon as possible if you need to cancel or reschedule). You agree to pay your agreed-upon fees for services. You agree to treat everyone here (staff and other clients), with respect and protect the privacy of other clients.

In return, we agree to treat you with respect and provide you with professional service. Most services at Comprehend are confidential and information cannot be released without a signed permission form from you (or in some cases, by KY State Law or a court order).

We value the opportunity to work with you and encourage you to ask any question that you may have or to express any concerns.

