



# Client Orientation Guide

## Welcome to New Oakland Family Centers

New Oakland is a leading provider of mental health and substance abuse services across the state of Michigan with offices from Grand Rapids to Port Huron. We offer a range of behavioral health services including outpatient services, partial hospitalization programs (FACE to FACE) and crisis services. New Oakland is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Our focus at New Oakland is on person-centered, preventive and early intervention approaches for children, adolescents and adults.

## Accessibility

New Oakland is committed to providing a barrier-free environment for you. As an organization, we respect and uphold the requirements set forth under The Americans with Disabilities Act. Providing an accessible and barrier-free environment is a shared effort and we are committed to making accessibility for all a reality. If you have any concerns regarding accessibility, please contact:

New Oakland Family Centers  
Quality Department, Attn: Robin S.  
26545 American Drive  
Southfield, MI 48034

## Billing Inquiries and Fees

Your insurance benefits are verified prior to the onset of treatment. You will be informed of any fees you are responsible for based on the benefit information provided to New Oakland. All fees are due at the time of service unless other arrangements have been made with the Billing Department. You may be responsible for any services not paid for by the insurance carrier. Should you have any billing inquiries, please call 800-395-3223.



The right care . . .  
. . . at the right time

## **Crisis Intervention**

New Oakland offers crisis intervention services for all programs 24/7. If you need assistance or are in crisis, please call 800-395-3223 to speak with a dedicated member of our team.

## **Weapons and Illicit Drugs**

Weapons and illicit drugs are not allowed on the premises of any New Oakland site.

## **Counseling and Therapy at New Oakland**

Once you request to begin services with New Oakland an Initial Evaluation is scheduled and completed by a licensed therapist to assist in determining with you the services that will best suit your current needs. Our various therapy services are discussed, and a decision is made along with you regarding the type of service that will best meet your needs. Services at New Oakland are voluntary, and your participation is required. This collaboration facilitates a successful treatment outcome.

## **Confidentiality**

Although your health record is the physical property of New Oakland Family Centers, the information belongs to you. Your confidential information is covered by HIPAA (the Health Insurance Portability and Accountability Act). Under the HIPAA privacy regulations, you must inform us in writing if you want your protected health information released. If you have any concerns regarding the release and disclosure of your confidential medical records, please contact our Privacy Officer:

New Oakland Family Centers  
Privacy Officer: Kimberly Smith, LMSW  
800-395-3223

## **Complaints and Grievances**

All our New Oakland staff strive to provide high quality care in a safe environment. Should a concern arise, the staff will always attempt to resolve the issue at the program level. Please do not hesitate to discuss any concerns with us. If you feel your concern is not resolved or you would like to file a formal complaint, you can contact the Quality Department directly by calling 800-395-3223 or complete a Complaint form available in the Lobby at all our sites. The form can be mailed to:

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26545 American Drive  
Southfield, MI 48034

Additional questions: 800-395-3223 (24/7) or ask for the New Oakland Supervisor on-site.