

Welcome to



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

Service Policies

New Oakland programs/services are designed to support health, wellness, and recovery of clients and families, to enhance the clients quality of life, reduce symptoms and needs, build resilience, restore and/or improve functioning, and support community involvement. New Oakland views families/supports as an integral part of treatment. As such, Family participation is required for all school-aged children. Families and other supports are encouraged to participate in treatment programs/services, with consent of all adult clients.

All New Oakland programs are Voluntary. As such, it is expected that you participate in your treatment. All clients will develop a person-centered plan. This plan guides treatment and service delivery. This plan is developed with the input of the client, treatment, team, family, and/or other supports, like school, probation, and other service providers. Clients will develop goals for treatment based on their strengths, needs, abilities, and preferences. Not following treatment recommendations or complying with treatment can result in case closure.

Your First Appointment is a time to gather information, discuss your concerns, and what you would like resolved. During this time, an assessment is completed and based on the assessment and identified needs, recommendations are made for services, which will be discussed with you and your family/supports, as appropriate.

Consent for treatment

Each person seeking treatment at New Oakland does so on a voluntary basis. New Oakland will provide each client with a specific statement regarding treatment, types of care potentially offered and/or statements their efficacy at the time they enter into treatment. Consent is voluntary and the client, parent and/or legal guardian must be provided information to help understand the purpose of the consent and make an informed decisions.

Crisis Intervention

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

Billing Inquiries & Fees

Client's insurance benefits are verified at the onset of treatment. Clients will be informed of any fees they are responsible for based on benefit information provided to New Oakland. All fees are due at the time of service, unless other arrangements have been made with billing department such as payment plans or approved application for reduced fees for services. A financial agreement must be completed for these circumstances. Clients may be responsible for any services not paid by insurance carrier. Clients who no-show their scheduled outpatient appt. or who do not cancel within 24 hours of their scheduled appt. will be charged a \$50 no-show

fee. Medicaid/Medicare and County clients are exempt. Should you have any billing inquiries, please call 800-395-3223.

Compliance Policy

It is New Oakland Family Centers policy that all clients MUST be in therapy a minimum of monthly in order to receive psychiatric services. New Oakland does NOT provide Medication ONLY services.

Client No-Show/Cancellation Policy

Clients are expected to keep their appointments and to provide 24 hour notice of cancellation for appointments. Should you no-show (fail to call and cancel an appointment ahead of time) 3 or more scheduled appointments, or fail to provide 24 hr notice to cancel an appointment, and/or any combination of failed appointments within a 1 year period, could result in your case being closed. Cancellations or appointment change requests made more than 24 hours prior to the appointment are not counted as a failed appointment.

Involuntary Discharge/Readmission Criteria

Cases that are closed for non-compliance or for violating any New Oakland policies will require management review and approval for re-admission. Management will review appropriateness based on such conditions as safety, motivation for treatment, and any other changes in circumstances from the previous admission. Cases closed three (3) times for these stated reasons will be permanently closed. Clients who are involuntarily discharged for non-compliance, or who violate the above policies may not receive services for up to six months and may at that time be evaluated for readmission. If a client is permanently discharged for the above stated reasons, best efforts to provide other resources/referrals will be made. If the client

seeks readmission and New Oakland did not previously close the case due to non-compliance or other involuntary reasons, the readmission follows the same criteria as admission.

Important Information: Medication Reviews and Prescription Refills

It is important that you keep your regularly scheduled appointments with our prescribers in order to continue to access services and receive prescription medication. Your prescriber will determine how often you must be seen for medication reviews, as this differs for each individual during the process of stabilizing on medication. However, it is New Oakland's policy that you MUST be seen by the prescriber a minimum of every three months.

Should you need a refill on your prescription(s), we ask that you contact us at least five business days prior to being out of medication, so that we have the proper time needed to complete the request. Please call 1-800-395-3223 to request a refill 24/7 days a week. In most cases, prescription refills are completed within 24-48 hrs. Should your request be made after 12pm on Friday or on a weekend day, it will be processed the following Monday. Please note, you will be contacted if there are any issues processing your refill. Otherwise, please check with your pharmacy that your prescription has been filled and is waiting for pick-up.

Important Policies Related To Health & Safety Of All Persons

The health and safety of all persons is our priority. As such, it is New Oakland's policy to provide a healthy and safe environment. This is achieved by reducing/eliminating all identified risks.

Smoking Policy

New Oakland is a smoke-free environment. Tobacco, e-cigarette, and/or vapor cigarette use is prohibited inside our facilities and on transportation. All sites have designated tobacco use areas. Please be mindful to keep this area clean and free of tobacco debris.

Licit And Illicit Drug Use

The possession and use of illegal/legal drugs is prohibited on all New Oakland properties. Clients are also not to share any prescription/non-prescription or illegal drugs with other clients or staff. Clients may not receive services if under the influence of mood-altering chemicals. Violations of these may result in involuntary termination. (See Policy on Licit and Illicit Drug Use).

Weapon Control Policy

New Oakland is a weapon free zone. Clients and personnel are not to bring weapons in the building or on premises. Unless authorized by law, no person shall knowingly possess, have under the person's control, convey a deadly weapon or dangerous ordinance onto the premises of New Oakland Family Centers or when traveling with staff or other clients within the Agency.

Ways To Provide Input

We value your input, whether good or bad. This helps us to know what we are doing good at and

what we need to improve upon If you would like to provide feedback regarding your services or experience at any of our locations you can do so by:

1. Sharing the information with any staff person
2. Completing a satisfaction survey located in the lobby.
3. Providing input via an electronic survey at <https://www.newoakland.org/s>
4. Submitting your comments on our website at newoakland.org

Complaint and Grievance Procedures

Program staff strive to provide high quality and safe care. Should a concern arise, the staff will always attempt to resolve the issue at the program level. If you feel your concern is not resolved or you would like to file a formal complaint, you can do so by contacting The Quality Department directly by calling 1-800-395-3223 or complete the Complaint Form located in the lobby of each site.

Mail to:

New Oakland Family Centers
Quality Department, Attn: Robin S
20505 West 12 Mile Road
Southfield, MI 48076
Email: qualitydept@newoakland.org