



Intensive Outpatient Program (IOP) Office Policies

Welcome to the Center for Relational Healing (CRH). The following is an introduction to our administration and office policies. Please review carefully, and should you have any questions or concerns, please talk to your primary therapist or the Clinical Director, Marnie Breecker. Please initial after each section.

***Consultation:** The providers at the Center for Relational Healing work as a team. To provide you with the best care possible, specific details regarding your therapy may be reviewed among the supervising, consulting, and treatment staff within our organization. Specific issues may or may not be disclosed among the clinical staff for the purpose of coordination of care. Consultations outside the practice are conducted in adherence to our confidentiality requirements.

***Cell phones:** Please turn off cell phones while in session and refrain from speaking on the phone in the waiting room as a courtesy to other clients. On breaks or during lunch, feel free to use your phone in the outdoor courtyard on the first floor.

***Attendance & Time:** Please follow the schedule that has been provided to you. We may occasionally make changes to your schedule and you will of course be notified of these changes as the program proceeds. Please be punctual for all appointments. Sessions will begin and end on time even if you arrive late. Being on time will ensure that you get the most value from your sessions.

***Lunch:** The length of time for lunch may not be the same every day, so please refer to your schedule to make sure you are back on time for your afternoon sessions. There are a number of local restaurants and cafes you can walk to, and a detailed listing will be provided to you on the first day of your program.

***Restrooms:** The men's room is down the hallway to the left of Suite 330 and the women's room is down the hallway to the right of Suite 330. The keys for the men and women's restrooms are on the coffee table in waiting room.

***Call buttons:** Please use the call buttons in the waiting room for each session to notify your therapists that you have arrived.

***Parking:** There are 2-hour parking meters on side streets (Corinth and Sawtelle). Please be sure to read the posted signs for any restrictions. There is free parking in the Marshall's parking lot located one block from the office (entrance on Sawtelle Blvd.) There are signs that say a maximum of two hours is allowed, however people park there all day and have not been ticketed (this is at your own risk). There is also guest parking in the Oakwood parking garage, however you will be responsible for any fees incurred.

***Kitchen:** If you wish, you may leave your folders and/or notebooks in the kitchen when you leave for lunch and/or dinner breaks. The kitchen is not open to other clients of the facility. Feel also free to use the refrigerator for any food you bring with you, as well as the microwave. Please be sure to clean up after yourselves.

***Payment:** You paid a deposit of [AMOUNT] on your credit card. The remaining balance of [AMOUNT] is due this [DATE]. We will charge your card on file unless you contact Lyndsey Doolen prior to this date to make other arrangements. Should you require a superbill for insurance purposes, please contact Lyndsey Doolen at lyndsey@lacrh.com to request one.

I have read and understand the above-mentioned policies and expectations pertaining to participation in an Intensive Outpatient Program (IOP) at The Center for Relational Healing (CRH).

Client Name – Print

Client Name – Print

Client Signature

Client Signature

Date

Therapist Signature

Date