

**OAKLAND PSYCHOLOGICAL CLINICS  
OUTPATIENT PROGRAM  
PROGRAM RULES**

Clients will receive a copy of the program rules upon entrance to the program. If there are updates to the rules, the rules will be re-distributed. Questions may be discussed with the treating therapist. Along with the rules, clients will receive the consent to treat form and a pamphlet about the recipient rights information. Client and/or family member's signature on the Orientation Checklist indicate receipt of these items. Any concerns or disagreements expressed by the client regarding program rules should be noted within the progress note or on the treatment contract itself.

1. Clients are expected to keep scheduled appointments. Advance notice is requested when cancellation is anticipated. In the event of an emergency or unplanned interruption, a prompt phone call is essential. Clients may be billed for missed appointments if they have not given the therapist 24 hours prior notice. Repeated failure to show for appointments will result in case closing, at the decision of the therapist and administration.
2. Illegal, legal, and prescription drugs are prohibited on the premise. This also includes alcohol and over the counter medications. Selling of illegal substances on the premise will result in staff contacting the police. Clients are to be sober when coming to appointments. If they are not sober, the session will not take place and the client will be charged for a missed appointment. An emergency contact person/guardian may be notified if the adult client has driven themselves to the clinic or if the client is a minor. Weapons are also not allowed on the premise, even if one is able to carry one legally.
3. Clients are required to refrain from disorderly conduct in the building. Physical and verbal abuse and exploitation will not be tolerated and will be grounds for discharge from the program with appropriate police action sought. Likewise, deliberate deceiving and manipulation may be interpreted to be a lack of investment in treatment and may result in discharge from the program. Nonviolent practices are utilized at Oakland Psychological Clinics. 911 will be called immediately if necessary.
4. The use of tobacco products is prohibited.
5. Clients are to refrain from wandering around the building. The reception area is available for our clients' comfort. Under no circumstances is a client to enter the clinical area without staff approval (Therapist are to define the clinical area for clients). Public bathrooms are located on the first floor of the building. Minor children should not be left unattended and parents are expected to remain in the waiting room during their child's appointment.
6. Clients are to inform their therapist and the consulting physician of all medications which he/she may be taking.
7. Clients are expected to fulfill their financial obligation to the clinic. Failure to pay outstanding balances may result in clients being discharged from treatment and found ineligible for services. Preliminary insurance information is reviewed at intake, but this is not a guarantee for payment. Outstanding balances are the sole responsibility of the client/guarantor.

8. Clients are expected to participate in treatment as defined by the therapist and the client together. Disagreements over the focus of treatment should be discussed with the therapist, Clinical Director, Executive Director, or a designee. Client transfer to another clinician is a possibility if resolution is not reached.
9. Clients are to attend adjunctive services such as support groups, including AA, NA, etc., as prescribed by their therapist. Mandated clients are to follow the orders and regulation of the body in which mandated the treatment (legal system, etc.).
10. Initially, clients will engage in the assessment process with the therapists. Clients will then participate in their treatment planning and may start targeting areas that are positive for them to continue to enhance functioning. Interventions recommended, and used, will be discussed with clients and based on their strengths, needs, abilities, and preferences. The client is expected to be an active participant in all levels of care here at Oakland Psychological Clinics and will be asked to sign certain documents to indicate such.
11. A client will be ready for discharge as mutually decided between the client and the therapist. This decision will be a result of the completion of program goals and objectives. Transition planning will be completed at this time and a copy of the transition plan will be given to the client. If the client is unavailable at the time of discharge, a copy of the transition plan may be mailed to the address on record.
12. Clients may be asked to be a part of outcomes research, as Oakland Psychological Clinics is continuing to strive to provide maximum service for their clients including program effectiveness, efficiency, access, and client satisfaction. This may include asking clients to complete questionnaires, be interviewed by phone, or internally retrieve information from their individual record. Clients may be a part of this research while they are actively participating in the program and/or after discharge of the program. Aftercare is also important, so clients may be contacted to see how they are doing after they have received services.
13. Clients are to read the “Know Your Rights” brochure and may contact the Recipient Rights Advisor if they feel their rights have been violated. A formal complaint will not result in retaliation or barriers to services. Also, clients should review the Consent to Treat form thoroughly. Wherein lies a description of the Grievance and Appeals process, as well as how a person may regain program privileges if they have been discharged from the program. Signing the Consent to Treat form indicates a client understands the program rules and understands all details on the form. This program does not include sanctions, interventions, or incentives. Rights brochures will be offered annually.
14. In case of an emergency during a session, clients are to follow the direction of the therapist. All therapists have been trained in health and safety and will guide proper procedure accordingly. If evacuation is necessary, all family members waiting in the lobby will be evacuated by the front desk staff and will meet the client at the designated area. Evacuation maps are located on the back of all office doors. Details of all emergency evacuation plans are posted in the lobby for further details.

***\*\*My signature on the orientation checklist indicated I have read and understand these rules. \*\****