

Welcome to LUK, Inc.'s Behavioral Health Clinic!

Introduction

The LUK Crisis Center, Inc. (LUK) Behavioral Health Clinic provides quality services to children, youth, adults and families living in the communities of Central Massachusetts. Our team of qualified providers is ready to work with you to help you achieve your goals. LUK staff offers convenient, accessible times for appointments, including evening hours.

Mission:

The Behavioral Health Clinic's mission is to provide responsive, respectful and effective services to help individuals, couples or families achieve their goals and improve the quality of their lives.

Policies and Procedures:

It is important to us at LUK that the people we serve are well informed about rights including:

- Privacy of your health information (HIPAA) and Authorizations to Use and Disclose Health Information (Releases).
- Protection of and access to your health records.
- Active involvement in all aspects of treatment (assessment, planning, termination).
- Telecommunications (text, phone, email and zoom) benefits and limits.

A full description of our relevant policies can be accessed through our website, <https://www.luk.org/about/consumer-forms/>, or we can provide you with a paper copy on request.

Treatment:

Treatment may be provided in-person, via telehealth, or some combination of the two. How we provide services is based on several factors, including: access, your preferences and the effectiveness of each to meet your needs. You will have a conversation with your clinician about how to best meet your needs. Counseling at LUK's Behavioral Health Clinic basically has 4 phases.

Phase 1: Assessment

In this phase, the clinician is getting to know you, your hopes and dreams, strengths and struggles, your past experiences and future plans. At the same time, you are starting to know your clinician and how they will work with you. It is important to be as open and honest as you can so that you and your clinician can start to build roadmap to help you achieve your goals.

Phase 2: Treatment/Action Plan

This phase involves you and your clinician collaborating to make a Treatment Plan, based on the information from the assessment phase. The Treatment Plan will also list the kind of services that will be provided (e.g., individual, group and/or family counseling, psychiatry, etc.) The Treatment Plan is an agreement between you and your clinician that will guide your work together.

Phase 3: Treatment

Once the plan is completed, you and your clinician will work together to carry out the plan and achieve your goals. You and your clinician will continue to build a helping and trusting relationship.

Phase 4: Discharge

When you have achieved or made enough progress towards your goals that shows you are ready to move forward and leave counseling, you and your clinician will make a discharge plan that makes sense for you: for example, you may meet less often, for a time, or you may need another kind of support in place.

No Show/Cancellation Policy

Effective April 10, 2023 any established client who fails to attend a scheduled appointment without canceling the appointment **at least 24 hours prior to the scheduled time** is considered a "No Show". Any established client who cancels an appointment **less than 24 hours prior to that scheduled appointment** is considered a "Same Day Cancellation" and will be treated the same as a No Show.

After the first No Show a warning letter will be sent to the client informing them of the no-show and reminding them of the policy.

After the second No Show, a \$75.00 No Show fee may be charged to the client or client's guardian to the full extent allowed by the insurance. This fee is an out-of-pocket fee charged to the client, not the insurance company, and is due within 30-days after the No Show date. We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our **Billing Office at 978-829-2340**. They may be able to waive the No Show fee.

In the event ANY client has incurred three (3) documented “No-Shows” and/or “Same-Day Cancellations” within a six (6) month period, the client will be notified in writing of their discharge from the Clinic.

Any new client who does not show for their initial Intake appointment or cancels within the same day will NOT be rescheduled and will be removed from the wait list.

How to Cancel:

At least 24 Hours before your scheduled appointment between the hours of 8:30am – 5:30pm, please **CALL 1-800-579-0000** and we will help reschedule your appointment. After 5:30pm Monday – Friday, weekends and Holidays **CALL your clinician’s direct line** and leave a message at least 24 hours in advance.

As a courtesy, when time allows, we make reminder calls, send email reminders, or text messages for appointments. If you do not receive a reminder call, email or message, the above Policy will remain in effect.

Psychiatry

Psychiatry (like counseling) is a very important service that people find very helpful. Many times, counseling and psychiatry together work really well for people. We only offer psychiatric services to people who are actively involved in treatment at LUK. It is important, if you are prescribed medication, that you attend the sessions so that the psychiatrist or clinical nurse specialist can monitor progress and make sure that the medication is helping you and is safe for you. It is critical that you attend the scheduled psychiatry sessions or cancel so that we may schedule someone else.

If you are not able to make a scheduled session, it is your responsibility to contact the psychiatry office or the receptionist at LUK 24 HOURS IN ADVANCE of the session.

Your health and safety is really important and we have limited psychiatry time. Repeated cancellations and no shows are potentially dangerous to your health and may lead to the termination of psychiatric services and services here at LUK.

Fees

When you first start at our clinic you will sign a **Financial Agreement Form**, which will tell you whether you need to pay a deductible or co-pay. ALL PAYMENTS, except for deductibles, will be collected at the time of each session unless otherwise arranged. You will be billed for your deductible if necessary.

After Hour Instructions

All people involved with LUK’s Behavioral Health Clinic have access to our 24 hour, 365 days-a-year on-call services. During the week after hours (after 5:30PM) and on weekends and holidays LUK has an on-call team who are available to help you in case of a mental health or substance abuse emergency. Please call our main number **(978) 345-0685 or Toll Free (800) 579-0000** and follow the directions to connect with the Community Clinician. If it is a life threatening emergency, please call 911.

Tobacco Policy

LUK seeks to encourage all participants in LUK programs or services, staff, and foster parents to engage in healthy lifestyles. LUK encourages youth and staff using tobacco products to identify and pursue available programs aimed at abstaining from the use of these products. In an attempt to provide services in a comfortable and smoke free environment, **smoking is prohibited in all agency facilities**, during all LUK activities, including in vehicles when transporting participants in LUK programs and services. LUK will comply with all applicable Massachusetts laws and regulations.

Non Discrimination Policy

LUK will not deny services or otherwise discriminate in the delivery of services to any person who otherwise meets the eligibility criteria of the program based on race, color, religion, sex, age, sexual orientation, national origin, ancestry, physical or mental disability, or financial status.

Disabled Persons

The agency is committed to providing access to services for all of its clients. As part of our initial comprehensive assessment we will work with you to determine your strengths and any special needs that you may have. We will work with you to identify additional assessments that may be necessary and then help you get those assessments. We will discuss with you any disabilities that will need to be addressed as part of your treatment at LUK and plan with you about how we might change our practices to meet your unique needs. We will create a treatment plan with you that identifies any disability which requires a change of clinic policies, practices, or procedures. We will work with you, within the scope of our practice, to remove barriers to services.