Intensive Outpatient Program
Client Handbook

Personalized Treatment for the Spectrum of Substance Use

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Welcome to Insight Recovery Centers' Intensive Outpatient Program. We know you are likely going through a stressful period in your life and wanted to help ease this transition. In this handbook, you will find information regarding your treatment program.

Insight's Mission:

Restoring balance to those affected by substance use and mental health disorders through evidence-based outpatient treatment.

Insight's Vision:

Integrated, high quality behavioral health care for adults and their support systems by experienced professionals.

Insight's Core Values:

1. Ethical integrity
2. Lifelong learning
3. Collaboration

Hours of Operation

Monday 9:00am - 9:00pm

Tuesday 9:00am - 9:00pm

Wednesday 9:00am – 9:00pm

Thursday 9:00am – 9:00pm

Friday 9:00am – 6:00pm

Assessments and individual sessions will be completed via scheduled appointment. Administrative requests such as billing questions and inquiry calls will be handled during normal business hours of operations. Non-urgent afterhours voicemails will be returned the next business day. Afterhours emergencies should go to the nearest emergency room.

IOP Program Hours

Evening Group:

Mondays 5:30pm – 8:30pm (multi-family group will be held 7:30 – 8:30pm)

Wednesdays 5:30 – 8:30pm

Thursdays 5:30 – 8:30pm

Daytime Group:

Mondays 9:30am – 12:30pm

Wednesdays 9:30am -12:30pm (multi-family group will be held 11:30 – 12:30pm)

Fridays 9:30am – 12:30pm

After Hours Availability

Insight does not have an after-hours service. All clinicians have confidential voicemails where non-urgent messages may be left.

In the event of a life-threatening emergency, clients are instructed to call 911 or go to their nearest emergency room.

Fire Safety and Emergency Preparedness

Insight will be conducting at least annual safety, fire and sprinkler inspections to ensure the safety of clients, family members and staff. Emergency numbers will be posted in areas accessible to clients and staff members including the group room and staff kitchen. A phone is available for calls made to emergency personnel. An evaluation plan is displayed in common areas, including the group room. Exits are clearly marked for evacuation if needed. Staff are trained in emergency preparedness and response procedures.

Services Description

Services at Insight Recovery Centers occur on a continuum of care. Insight provides Intensive Outpatient (IOP) and Outpatient Therapy for adults over the age of 18 with substance use disorders to assist clients in their recovery. Insight is capable of treating individuals with co-occurring mental health diagnoses when their physical and emotional needs can be met in an outpatient setting. Pre-admission screening will be completed by an intake staff either in person or on the phone to gather information and a follow-up in-person assessment will be scheduled. Each client will be assessed and evaluated by a clinician to determine their clinical needs according to American Society of Addiction Medicine (ASAM) criteria. Insight provides IOP according to ASAM level 2.1 of services.

Although there are general program goals, each client will have an Individualized Treatment Plan to identify their specific goals while at Insight. All clients will attend at least nine hours of group programming per week, three hours a day, three times a week. The length of time in treatment will be based on established clinical needs as well as progress toward treatment goals. The average time in treatment is three to four months. Relapse prevention services are then offered as an opportunity to maintain progress. This is an individualized approach for continued care. Relapse prevention is not just for those pursuing total abstinence. You can learn how to reduce the amount, frequency, intent, and impact of your alcohol use. Tools for managing mental health symptoms and process addictions will also be addressed.

The IOP groups will be made up of counseling and education about substance-related and mental health issues. The groups are open-format and new group members can be added each session. In addition, each person will be offered the ability to participate case management, individual, couples, and/or family therapy. Drug and alcohol screening will occur as clinically necessary to support accountability and therapeutic goals. All clients will be treated with dignity and respect in a substance free setting.

Service goals will be specifically focused on the following:

I. Recovery:

- Demonstrate abstinence from all non-prescribed mood-altering substances or behaviors for a minimum of 4 months
- Submit to random drug and alcohol screening
- Reduce risky situations/behaviors
- Identify triggers and new coping skills
- Develop non-using peers and refusal skills

II. Physical and Mental Health:

- Develop and maintain balance (exercise, nutrition, sleep, stress management, etc.)
- Identify and reduce mental health symptoms
- Follow psychiatric recommendations
- Participate in social/recreational activity

III. Education/Employment:

- Attend all classes/work on time
- Identify and implement long term goals
- Produce a work product that is commensurate with ability

IV. Primary Support System:

- Demonstrate appropriate family interactions/relationships
- Increase trust and honesty
- Participate in household responsibilities

Groups may include: Self-Assessment, Spectrum of Substance Use, Managing Mental Health, Dialectical Behavior Therapy, Mindfulness, Substance-Specific Education, Harm Reduction, Alcohol Moderation, Nutrition & Health, Developing Balance, Stage of Life Transitions, Vocation/Executive Career Re-evaluation, Therapeutic Yoga, and Smoking Cessation.

Multi-Family Group will be offered to all family members and support systems of clients enrolled in IOP at Insight. This group will be led by experienced clinical staff in order to provide education on Substance Use Disorders and relevant family-focused topics. If additional family support is needed beyond the group, family members will be encouraged to have family therapy sessions with the primary clinician to address more in-depth concerns.

Discharge Planning

Clients will work closely with their treatment team to plan for discharge by regularly tracking progress toward their treatment goals. This process will start when goals are established and will be monitored during sessions with the case manager. To be ready for discharge the client will no longer be appropriate for an intensive outpatient level of care meaning you have either met your treatment goals or your clinical needs have exceeded the supports at this level of care and more intensive services are needed, such as medical or psychiatric stabilization, detoxification or residential treatment. If this is the case, Insight clinical staff will ensure seamless transition to a higher level of care by working with you and referral programs with proven history of being able to accommodate your treatment needs.

Post-Discharge Contact

Insight is focused on providing quality clinical care and supporting the needs of our clients not only while they are engaged in services with us and following the transition after services are complete. We believe it is important to gather information about your experience in treatment and progress toward your goals. We will be contacting you at various times (1 month, 3 months, 6 months and 12 months after discharge) to ask you questions about your continued progress toward your goals. We will be using the contact information you provide during your assessment as an option to get in touch with you in the future.

Confidentiality

All Protected Health Information (PHI) will be maintained in strict confidentiality, in accordance with all relevant Virginia and Federal regulations including 42 CFR Part 2. Group members must maintain confidentiality of other members within the group.

The treatment record will be available only to Insight staff who are directly involved in your treatment, as well as to supervisors of such staff. All treatment records may be released to an outside party only with the expressed written consent of you (if age 14 or older) or of your parent/legal guardian, or by court order. In the event that a court order is issued, Insight will comply only upon approval of the clinical director or of Insight’s legal counsel.

Insight will protect the confidentiality of all Protected Health Information (PHI) in its records at all stages of collection, use, storage, disclosure, and destruction. Every Insight employee has the responsibility for maintaining the confidentiality of all information pertaining to their clients.

The PHI that is referred to in this section includes all written clinical information, observation, reports or fiscal documents relating to prospective, present, or former clients, when the creation or retention of those documents is either required or authorized as a part of Insight’s operations. This includes but is not limited to: demographics, medical treatment, mental health treatment, child abuse and neglect, substance use disorders treatment, contraceptive/abortion services, information received from county child and youth agencies, sexually transmitted diseases, and HIV information.

PHI will be available to Insight staff directly responsible for the provision of treatment for a particular client/family, as well as Insight supervisors.

When disclosing PHI Insight will follow the policies and procedures relating to the applicable disclosure policy (i.e.., abuse and neglect reporting, disclosure for law enforcement purposes). When information is disclosed a statement informing the person receiving the information that it must not be disclosed to anyone else unless the individual authorizes the disclosure or unless state law or regulation allows or requires further disclosure without authorization.

Staff asked to make a disclosure required by law will consult with the clinical leadership and/or legal counsel to determined compliance requirements.

Staff will follow appropriate policies and procedures for verifying the identity and authority of individuals requesting PHI.

The requested PHI will be delivered in a secure and confidential manner, such that the information cannot be accessed by employees or other persons who do not have appropriate access clearance to that information.

In the event that the identity and legal authority of an Individual or entity requesting PHI cannot be verified, personnel will refrain from disclosing the requested information and report the case to the clinical director in a timely manner.

Knowledge of a violation or potential violation of this policy must be reported directly to the clinical director and other agencies as regulated by state and federal laws.

In the event of a medical emergency, confidential information may be released to responsible parties (e.g., parents, legal guardians, mental health professionals directly involved in the provision of emergency services) without obtaining formal consent as described above. That is, if there is serious and imminent risk of physical harm to you or person associated with you, and information contained in your record may be released to responsible parties if the risk might be lessened. Such release must be fully documented in your treatment record, including all circumstances that justified the release of the information, the nature of the information released, and to whom it was released.

Information may be released without signed authorizations only in the following instances:

- To insurance companies or other third-party payers if those entities who require information to confirm that the consumer received treatment services for which the organization is being requested to pay. The information that may be released in this instance is limited to names, dates, types and costs of therapy and services, and a short description of the general purpose of each treatment session or service.

- To physicians, other medical professionals, or police officers, if you are involved in a medical emergency and the information sought is needed to prevent death or serious risk of bodily harm. This applies only to information that is pertinent to relieving the emergency. This includes an emergency situation where you threaten to harm a third party.

• To Federal or Commonwealth reviewers and inspectors, and/or participants in peer or utilization reviews.

• To investigators of child or client abuse when the release is part of an effort to report suspected child abuse, as is required by the Child Protective Services Law, which overrides confidentiality.

In the event that Federal and Virginia laws or regulations governing the use or disclosure of PHI are in conflict, Insight will exercise reasonable care to comply with the laws that are more stringent and that provide greater privacy protection to the client.

Client Rights

All clients have the following rights:

- To be treated with dignity and respect.
- To confidentiality in treatment.
- To be told of rules, regulations and policies related to treatment.
- To give written, informed consent to treatment.
- To be told about and have a say in treatment.
- To voice complaints and have them resolved.
- To state treatment preferences, even refuse treatment with accepted consequences.
- To be aware of their rights, ask questions, and get help about their rights.

Client Expectations

- Be respectful and considerate of others.
- Be honest.
- Participate in the treatment process, including engaging in therapeutic activities.
- Collaborate with your treatment team.
- Remain abstinent from mood-altering substances while engaged in treatment.

Staff Responsibilities

- Treat clients with dignity and respect.
- Provide informed consent.
- Assess clinical needs based on American Society of Addiction Medicine (ASAM) criteria.
- Facilitate clinical services, including case management, individual, group and family therapy.
- Utilize evidenced-based approaches to treatment.
- Collaborate with clients to identify treatment goals and track measurable progress for discharge planning.
- Maintain confidentiality according to professional ethics, state and federal laws.

Attendance Policy

Once you have committed to engage in therapy it is important you continue engagement on a consistent basis. If you are unable to attend a case management, individual, group or family therapy session it is your responsibility to notify your primary therapist. Failing to provide at least 24 hours' notice may result in a late-cancel or no-show fee. If you miss more than two group therapy sessions your appropriateness for group may be re-evaluated.

Inclement Weather Policy

Insight does not follow school or federal closures for inclement weather. Your primary therapist will notify you if group is cancelled due to inclement weather and the office is closed. Please use your best judgement when traveling during inclement weather and do not jeopardize your safety if you do not feel safe on the roads to get to therapy.

Complaint/Grievance Policy

Insight takes pride in providing quality behavioral healthcare. If you have questions or concerns about your treatment or wish to file an informal complaint, please be sure to discuss this with your primary therapist. If the therapist is unable to solve your concern, the therapist will consult with the clinical supervisor to attempt to address your concern. If you wish to file a formal complaint, please put your complaint in writing with detailed information related to your complaint and provide it to the clinical supervisor who will determine if the complaint needs to be addressed immediately, or provided to the program director who has up to 30 calendar days to investigate the complaint. If you believe your client rights have been violated you may submit your complaints to the following representative:

Northern Virginia Regional Manager:
Ann Pascoe
ann.pascoe@dbhds.virginia.gov
8221 Willow Oaks Corporate Drive
Fairfax, VA 22031

Financial Agreement

Insight is a private agency that accepts self-pay commercial insurance. Our pricing is competitive and comparable with other treatment providers in the area. At Insight full payment for out of pocket expenses must be received when services are rendered. Acceptable payment forms are cash, check, and all major credits cards. It is policy not to let outstanding bills exceed $200 without payment. If a credit card chargeback/reverse or returned check fee occurs, clients will be responsible for those fees.

Insight participates an out-of-network status with many commercial insurances. The client takes full responsibility to provide insurance information to Insight staff. ID card and insurance cards are required at the evaluation. Insight provides out of network insurance billing as a courtesy to clients and coverage is not guaranteed. All claims submitted must meet the guideline of medical necessity for the IOP level of care. Insight will submit pertinent clinical information on your behalf to support these criteria.

Client financial responsibility for out of pocket payments (co-payment, co-insurance, deductible) will be collected at the time of service. We will submit billing of services to insurance providers.

Should insurance fail to provide adequate coverage for services it is the client responsibility to appeal the denial of payment with the insurance providers. Clients will be responsible for payment of the total cost for services in the event insurance does not cover services.

The Chief Administrative Officer, Chief Operations Officer and Chief Clinical Officer will periodically review fee schedules and determine fee increases. Unauthorized employees are prohibited from altering set fees or from billing amounts and codes that are not in the current fee schedule.

Smoking Policy

Smoking is not permitted in sessions or on the property. Insight provides information related to smoking cessation during group therapy as well as referrals to additional resources if you are interested in quitting tobacco use.

Case Management Choice Policy

At the time of the assessment if it is determined that you are appropriate for the IOP, a clinician known as a primary therapist or case manager will be assigned. The assignment is based on clinician availability and the best fit for your needs (i.e.: stated preference, gender, experience with specific diagnosis or presenting issue). In addition to case management services, the primary therapist is responsible for providing any individual and family therapy deemed appropriate and creating and monitoring your Individualized Service Plan. If you express the desire to change therapists, you are encouraged to speak to them to work through any concerns. However, you may at any time request a change of the case manager. You may request this directly through the primary therapist. If you are uncomfortable with this, you may speak with the clinical director. The clinical director will listen to your concerns and determine who might be a more appropriate fit. This person will become your primary therapist and assume these duties.

Alcohol and Drug Testing Policy

Insight strives to promote a drug-free recovery environment while clients are engaged in treatment. Continued drug or alcohol use while engaged in a therapy program can be triggering for other members of the treatment group. In order to support this goal and monitor sobriety in the program, Insight will conduct random drug and alcohol testing throughout treatment. This can include on-site testing and laboratory testing for mood altering substances, including drugs and alcohol and Breathalyzers. If you have used alcohol or drugs while engaged in treatment, please make sure to discuss it with your treatment team. Relapse can be an important aspect of the clinical process.

In the event you have a positive Breathalyzer or drug/alcohol urine screen, a discussion between you and your treatment team will take place to determine the most appropriate clinical response. A positive screen can impact the appropriate level of treatment or duration of services needed, sometimes extending treatment, and is part of the ongoing evaluation for appropriateness in services. If you are prescribed any medications, it is your responsibility to provide a copy of the medication to your treatment team and provide written consent for your case manager to coordinate your care with the prescriber. This supports collaboration among professional to help you with your treatment goals. While you are engaged in treatment you must be under the care of a medical professional if you take any over-the-counter medications that might result in a positive screen and your case manager will collaborate with that professional to ensure continuity in your care.

Please be prepared to be screened for drugs and alcohol at every treatment session. If you refuse a drug/alcohol screen or Breathalyzer when requested to provide a sample, this will be determined to be positive. If you provide a dilute sample (creatinine below 20ng), you will be re-tested. Continued dilution of samples will result in a positive screen. Insight will use various screens including on-site drug testing, laboratory processing for any suspected substance or adulterants, and Breathalyzers. All urine screens will be observed by same gender staff and the appropriate chain of custody will be followed to ensure sample fidelity. You will be asked to sign and date their sample when sent to the lab for processing. You have the right to request a re-test within a reasonable timeframe from the original screen.

Acknowledgement and Receipt of Client Handbook

The client handbook contains important information for clients receiving services at Insight Recovery Centers. I have reviewed and understand all of the policies in the client handbook. I understand that if I have any further questions I can contact my primary therapist, the Clinical Director or Chief Clinical Officer for clarification. I affirm that I have received a copy of the client handbook.

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Client:

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Client Signature:

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Date:

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Staff:

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Staff Signature:

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Date: