



WELCOME

MISSION STATEMENT

While we practice independently at The Integral Psychology Center, we share some common values. We recognize people as complex beings who may experience emotional, mental, and spiritual difficulties during challenging times. We believe that difficult phases represent opportunities for healing in mind, body, and spirit. We are committed to offering the best possible services to our clients in order to facilitate healing, growth, and a richer sense of life through psychotherapy.

THERAPIST CONTACT AT YOUR HOME OR OFFICE

Your therapist values your confidentiality. Occasionally, it may be important to contact you to confirm or cancel an appointment. Please be sure to indicate on your *Client Registration and Information Form* if we may contact you at your home or office. We also ask if we may send bills or statements to your home. If you have any specific needs, please discuss them with the Office Manager or your therapist.

SERVICES OFFERED

Therapists at IPC use only established methods commonly accepted by the psychotherapeutic community as safe and efficacious, methods with juried research support, and methods whose active components are supported by juried research and widely accepted practice. Therapists wishing to use a method not clearly within these parameters must obtain the consent of the IPC therapists at a Professional Development meeting. Clearly accepted practices include Psychodynamic Psychotherapy, Cognitive Therapy, Cognitive Behavior Therapy, Dialectical Behavior Therapy, Focusing, Interpersonal Therapy, EMDR, Family Behavior Therapy, Exposure Therapy, Trauma Affect Regulation, Motivational Interviewing, Psycho-Education, Clinical Hypnosis, Positive Psychology, Mindfulness (including Mindfulness-Based Stress Reduction), Solution Focused, Narrative, Art Therapy, Acceptance and Commitment Therapy, Jungian psychoanalysis, Internal Family Systems, Gestalt therapy, Emotionally Focused Therapy, Gottman couples therapy, Psychosynthesis, and Supportive Psychotherapy.

ALTERNATIVES TO PSYCHOTHERAPY

While psychotherapy (individual, couples and family) is able to respond to your unique situation, needs and goals, there are more general alternatives which may also meet some of your needs. Some alternatives or adjuncts to therapy include:

- Self-Help and Support Groups, including AA (Alcoholics Anonymous), Al-Anon, Smart Recovery, NAMI (National Alliance for the Mentally Ill) groups for depression and bipolar disorder, Emotions Anonymous, Parents Anonymous (to prevent child abuse), Recovery Inc. (mood problems), Gamblers Anonymous, Spenders and Debtors Anonymous, CHADD (for Attention Deficit Hyperactivity Disorder), among others. Many of these groups have helpful websites. Selfhypnosis.com is another self-help resource. You may access these groups by searching the internet. You may also call 211 in Dane County for free and confidential information and referral to area resources 24 hours a day, every day.
- Family, friends, and/or co-workers can be supportive, and can share with you resources they have found helpful. Further, when people begin to share common and universal painful situations such as grief or divorce or parenting difficulties, it helps to create a healing community and challenge the isolation and stigma associated with these issues.
- Pastors, rabbis, priests, and other spiritual leaders and communities can often be resources both for counselling and for access to a wide variety of supportive services.
- Community social service agencies, including Consumer Credit Counselling Service, Canopy Center, Rape Crisis Center, The Respite Center, Family Service Madison, and Madison Vet Center (for veterans) offer many services at no or low fees.
- Self-help books are an excellent adjunct to therapy. Sometimes the best way to find a book which you find helpful for your situation is to take the time to browse the library or bookstore and find a book which speaks to you. Some classic recommendations are: *Mind Over Mood*, *The Feeling Good Handbook*, *The Anxiety and Phobia Workbook*, *Safe Haven Marriage*, and *Hold Me Tight*, among others. Please consult your therapist before trying bibliotherapy for Post-Traumatic Stress Disorder.
- Psychopharmacology (medications for psychological problems) can be especially effective as an adjunct to therapy. You must consult with a psychiatrist or physician to determine if you could benefit from medication.

We encourage you to use the appropriate alternative as an adjunct to therapy. Be aware, however, that there are risks and benefits associated with any course of action, including the above.

YOUR RIGHTS & RESPONSIBILITIES

PERSONAL RIGHTS

- You must be treated with dignity and respect, free of any verbal or physical abuse.
- You have the right to have your therapist make fair and reasonable decisions about your therapy.
- You cannot be treated differently because of your race, national origin, sex, age, religion, disability or sexual orientation.
- Sexual interaction or harassment on the part of the therapist is inappropriate. Please report any violation immediately.

THERAPY AND RELATED RIGHTS

- You must be provided prompt and adequate therapy appropriate for you.
- You must be allowed to participate in the planning of the service you receive.

- You must be informed of the options that you have in the service you receive as well as the risks, consequences and potential benefits of those options.
- No service may be given to you without your consent, unless it is needed in an emergency to prevent serious physical harm to you or others, or a court orders it. (if you have a guardian, however, your guardian can consent to treatment and medications on your behalf.)
- You must not be given unnecessary or excessive medication.
- You must be informed of any costs of your services that you or your relatives may have to pay.

COMMUNICATION AND PRIVACY RIGHTS

- You may not be filmed or taped unless you agree to it.

RECORD PRIVACY AND ACCESS LAWS

Under Wisconsin Statute sec.51.30 and HSS 92, Wis. Admin. Code:

- Your treatment information must be kept private (confidential).
- Your records cannot be released without your consent, unless the law specifically allows for it, such as in cases of:
 - Possible abuse of child, elder, or vulnerable adult (physical, sexual, emotional)
 - Possible danger to self or others (suicidal or homicidal risk)
 - Subpoena by court order
- You can ask to see your records. You must be shown any records about your physical health or medications. Staff may limit how much you can see of the rest of your records while you are receiving services if they feel it would be more harmful than helpful to you. You must be informed of the reasons for any such limits. You can challenge those reasons in the grievance process. After discharge, you can see your entire record if you ask to do so.
- If you believe something in your record is wrong, you can challenge its accuracy. If staff will not change the part of your record you have challenged, you can put your own version in your record.

GRIEVANCE RESOLUTION PROCESS:

- If you feel your rights have been violated, you may file a grievance.
 - You cannot be threatened or penalized in any way for filing a grievance.
 - The Integral Psychology Center must inform you of your rights and how to use the grievance process.
 - You may, at the end of the grievance process, or at any time during it, choose to take the matter to court.
- Contact our office manager for more information about the grievance process and/or how to contact the Client Rights Specialist used by The Integral Psychology Center.

RESPONSIBILITIES:

- You will help develop and implement the Process Agreement (treatment plan). The Process Agreement identifies your current needs and measurable goals; methods to meet those goals and reduce or eliminate symptoms and improve functioning; considerations of developmental stage, if appropriate; client's strengths and how they will be utilized in the plan; nature of services, and schedules and frequency of services.
- You may be denied services for failure to pay, disruptive behavior, or other conditions required by your therapist.
- Financial responsibilities are detailed on the Financial Agreement form.

EMERGENCY AND AFTER-HOURS CONTACTS

Emergency Contacts:

If you are experiencing an immediate need for safety or protection you may choose to call **911**.

If you are feeling in danger of hurting yourself or another person, you may go to the emergency room at **Meriter Hospital, 202 S Park Street**, or **St. Mary's Hospital, 707 S Mills Street**, or **UW Hospital, 600 Highland Avenue**. The staff there will evaluate the best course of action to ensure your or others' safety. They or you may be in touch with your therapist from the ER, once you are safe.

If you have been sexually assaulted, you may choose to call the **Rape Crisis Center** at **608-251-7273**, available 24 hours a day.

If you have experienced domestic violence you may choose to call **Domestic Abuse Intervention Services** at **800-747-4045**.

You may call **988** to reach the national **Suicide and Crisis Lifeline**.

If you wish to **speak with your therapist while in crisis that is not life-threatening**, you can contact them by phone at **608-255-9330**. **During regular office hours**, our Office Manager will answer, and you can tell her about your desire to speak with your therapist and the sense of urgency you are experiencing. If she is not available, **or if it is after hours**, you will be given a menu of options. Choose option "9" and you will get our 24-hour confidential answering service. The person you speak with will either contact your therapist or a backup therapist from IPC if your therapist is not available.

Other Contacts:

If you wish to contact your therapist to change appointments or for any other non-crisis reason, you can at any time leave a message on their confidential voice mail, accessed through 608-255-9330. The Office Manager can be accessed in the same way when she is not available. Some therapists are willing to communicate with you via email, while some are not. The therapists who do only use it for administrative purposes such as scheduling appointments. Check with your therapist on his/her policy and practices. Please be advised that email confidentiality cannot be guaranteed. **Emails should never be used in emergency situations.**