

# Mental Health Outpatient Treatment Programs

*Patient Handbook*





# WELCOME TO Noble Community Clinics!

## Our Mission

***To ensure access to high quality integrated healthcare and promote the well-being of our patients, staff, and communities.***

Welcome to Noble Community Clinics. As an organization we are happy to serve you in the best way possible. At Noble we understand the strength and courage it takes to reach out and ask for help, which is why we take our programming seriously and ensure that it can meet the needs of our patients. Our staff come with experience helping those with mental health needs as well as co-occurring disorders (COD). Our Outpatient Program (OP) is trauma-informed and person-centered approach.

**Outpatient Program (OP):** Services include counseling, psychotherapy, group therapy, and psychiatric care with medication management. All of these services are strength-based individual psychotherapy and psychoeducational group programs. Noble providers serve as active partners with the patient while addressing and navigating treatment needs.

During individual, couples, and family sessions, the therapist will provide support, guidance, and resources that align with the patient's and family treatment needs. Therapists prioritize using a patient-centered approach that allows patients to lead the clinical process while working together toward healthy recovery.

During group therapy, the therapist leads group discussions, provides content/handouts and each participant has the opportunity to share their own experiences. The sessions are structured, thoughtful, educational, and utilize evidence-based treatment options. The group setting enables participants to hear others' experiences and gain insight into their personal recovery needs.

Psychiatric prescribers are available to assess the role that psychotropic medication may have in treatment. Prescribers work in conjunction with therapists to provide optimal care with a team-based approach.

# Office Locations

## **Noble Community Clinics - Wautoma**

400 S. Townline  
Wautoma, WI. 54982

## **Noble Community Clinics – Stevens Point**

3125 Main St.  
Stevens Point, WI. 54481

## **Noble Community Clinics – Friendship/Roche-A-Cri**

302 W. Lake St.  
Friendship, WI. 53934

## **Noble Community Clinics – Beaver Dam**

1701 N. Spring St.



## Treatment Philosophy

At Noble, we recognize that some individuals seek treatment voluntarily, while others may be required to (through legal system or human services, for example). Regardless of what brings someone to Noble, your life has been impacted by mental health, and we are here to help.

Noble believes everyone who comes to our program is unique and deserves exceptional care. Therefore, the clinical services you receive will be personalized to meet your needs.

Noble's OP programs utilize a person-centered and trauma-informed approach with the goal of providing non-judgmental care to minimize unhelpful behaviors and accomplish personalized recovery goals. This involves providers using directive techniques, collaborating with patients through shared decision making, and maintaining accountability for actions.

# Treatment Services Offered

## Biopsychosocial Assessments

The first step in accessing for treatment through Noble is to complete a comprehensive assessment. This involves meeting with a clinical professional who will evaluate an individual's specific strengths and needs. Assessments can be scheduled by calling the call center and/or clinic.

## Outpatient Program (OP) Services

Outpatient treatment programs provide multiple evidence-based formats of treatment. These services are conducted individually and/or in a group setting. The program strives to be patient-centered and provides personalized care that reflects the patient's preferences and needs. There are a variety of programs available, including:

- *Individual Psychotherapy & Counseling*
- *Couples and Family Therapy*
- *Group Therapy*
- *Motivational Interviewing*
- *Cognitive Behavioral Therapy*
- *Eye Movement Desensitization and Reprocessing Therapy (EMDR)*
- *Dialectical Behavioral Therapy (DBT)*
- *Trauma-Based Therapy*
- *Child and Adolescent Therapy (ages 5 and up)*
- *Medical Evaluation and Medication Management with Psychiatric Prescribers (ages 12 and up)*



## Case Management

Case management services are provided by mental health providers and are designed to assist with identifying and accessing additional community resources. Case management can help with referrals and links to community resources, such as support groups, medical care, employment services, housing, etc. Providers will use some of the time during regular meetings to conduct case management (as needed) and offer support as you work toward recovery goals.

# Consent For Treatment, Admission/Exclusion Criteria, and Group Rules



## Consent To Treatment

All patients must provide a signed consent to treatment upon admission to the outpatient program. The consent will be reviewed with the patient during the initial assessment.

## Admission

Noble serves a diverse population and prospective patients do not need to be connected to any specific group or have special status to engage in treatment. All patients, whether self-referred or referred by another entity, can seek services at Noble.

Noble holds patients accountable and each patient must agree to these admission criteria for the OP Group:

- Work on treatment plan goals with your therapist
- Consistent attendance
- To be on time, you must call 24 hours in advance if you're going to miss your session.
- Participate and complete therapy/homework assignments.

## Exclusion Criteria

Individuals seeking treatment will complete an initial assessment with a provider to determine the appropriate treatment plan. If a provider recommends more intensive treatment than offered through Noble's outpatient program, the provider will help connect the individual to appropriate treatment resources.

## Transition and Discharge Criteria

Treatment is not meant to be indefinite but tailored to meet specific recovery goals personalized for everyone. When those goals are met, an individual will have completed their treatment plan and graduate from services. This is commonly referred to as being discharged. Transition planning involves planning for the discharge process and ensuring this is a successful transition. Transition planning will start at the beginning of treatment and be considered throughout the treatment program.

## Group Rules

Individuals who attend groups through the outpatient program understand and accept that they **MUST** adhere to the following rules:

1. Attend every group. If you are going to miss must call 24-hours in advance
2. Arrive to group sessions on time
3. Listen carefully and respectfully to the group leader and peers.
4. Be supportive of group members. If you disagree with someone, be polite when you speak to him and her.
5. Actively participate in groups.
6. Do not come to a group under the influence of substances.
7. Be open and honest.
8. Respect confidentiality- don't speak about other group members disclosures outside of the group.
9. Complete your treatment assignments on time.
10. Be respectful of the group room and do not damage property.
11. No smoking in the facility, on Noble property or affiliated sites.
12. All weapons of any type are prohibited on Noble property.
13. No threats or actions of violence will be allowed.



# Patient Rights

Noble believes that every patient has the right to be treated with dignity and respect. Noble provides services to anyone regardless of their culture, age, gender, sexual orientation, spiritual beliefs, economic status, physical or mental ability, and language.

As a patient being served by Noble, the following rights will be upheld:

- Free of any form of abuse, retaliation, or humiliation
- Fully informed of the services to be provided, right to consent to services, and the right to refuse services
- Active participant in treatment plan goals
- Confidential information may not be released without your written consent
- Have family involved in treatment process when appropriate
- Active participation in discharge planning

# Patient Responsibilities

- Provide Noble staff with accurate information related to your treatment needs and reason for referral.
- Attend and comply with all scheduled sessions and recommendations.
- Contact your provider or Noble staff if a scheduling change is needed.
- Follow all of Noble's rules and guidelines that are set for programming.
- Update Noble with any changes to contact information, including address, and telephone number.
- If you decide to end treatment at Noble for any reason, please inform your counselor or Noble staff as soon as possible.