



Psychological Resource Group

1951 Woodlane Drive, Suite 102 • Woodbury, MN 55125
Office (651) 739-1128 • Fax (651) 731-6345

Client Services Orientation Packet

Thank you for choosing PRG to provide you with psychological services. Our mission is to help people discover information about themselves, people around them and the world they live in that will make a difference in their life. We trust that you will find the services you receive with us to be informative, professional and helpful. Please feel free to ask additional questions as they arise.

PRG Service Goals

At PRG we provide a wide range of assessment, counseling and training services to a variety of clients. Our main objective is to help people discover information about concerns and problems in their life that allow them to make positive change. In order for this important process to happen, we ask that you:

- Be open in disclosing the nature of your present concerns and any relevant medical, personal and social histories
- Work with your provider to establish and clarify service goals
- Increase your level of responsibility in changing the problems facing you
- Keep your provider informed of important events or changes influencing your situation

Engaging in therapy has both benefits and risks. Possible risks include experiencing uncomfortable feelings (such as sadness, anxiety, guilt, frustration and loneliness) or recalling unpleasant events in your life. Potential benefits include significant reduction in feeling of distress, better relationships, better self-concept, improved problem solving and coping skills and possible resolution to specific problems. At PRG, we will do our best to provide support as you work through the therapeutic process.

Confidentiality

Contents of all sessions at PRG are considered to be confidential. Verbal information and written records cannot be shared with another party without the written consent of the client or the client's legal guardian. Exceptions are as follows:

- If a client is in danger of hurting themselves or others, the provider, by law, must take appropriate action to ensure safety
- If a client is abusing a child or vulnerable adult or has recently abused a child or vulnerable adult or is being abused (minor), the provider is required by law to report this information to the appropriate authorities.
- Requests from your insurance company
- Parents or legal guardians of non-emancipated minors have the right to client records; however, the best practice is for the provider to determine what is in the best interest of the client to share. This practice preserves the trust and safety of the therapeutic relationship.
- If a client uses controlled substances that are potentially harmful while pregnant.
- A valid court order for disclosure of client information.

As providers at PRG, we may meet in a consultation setting within our practice where your situation may be reviewed. When in consultation, the least amount of identifying information will be presented.

Record Keeping

PRG keeps a private record of your case. Your record contains background information, administrative information, diagnostic considerations, treatment notes, service dates and billing etc. Your records will not be released without your written consent unless warranted by circumstances listed in the **Confidentiality** section. Your records are kept in a locked file on site. All safeguards are in place at PRG to ensure privacy of any electronic records.

Complaints

If you have a complaint or a concern with the services you are receiving from the providers at PRG, please discuss your concerns directly with your provider in a timely manner. We pride ourselves on professional service and if we did something to offend you or negatively impact the service you received, it is important that we are informed. All complaints and concerns will be addressed in a timely and professional manner. If you are not comfortable talking to your provider directly or feel your concern was not satisfactorily resolved, please contact another therapist on staff or Jim Richardson the PRG clinic director and HIPPA officer.

Emergencies

During the course of service with PRG if you feel you are in an emergency situation whereby your life or the life of another individual may be in immediate danger, you may page us at 651-739-1128. If you are unable to reach a PRG staff member, we encourage you to call 911 or go to the nearest hospital emergency room. Listed below are some numbers you may want to keep in case of emergency:

United Way First Call for Help

651-335-5000

Crisis Connection

612-379-6363

Hennepin County Medical Center Crisis Center

612-873-3161

Behavioral Emergency Center – U of M Medical Center

612-672-6600