



Mental Health Program Information for Clients

The Center for Human Development (CHD) provides a variety of mental health services to help you improve your mental health and wellness. We know that it's not easy to reach out for help, but it's often the first step in getting the treatment you need. Our staff of caring mental health professionals will work with you to help you gain the skills you need to get better.

CHD offers a variety of services that are evidence-based practices, meaning that they are proven to be effective in helping people overcome mental health problems. Your counselor will spend time gathering information from you to help identify specific goals for your treatment and choose the services that fit your needs. Your input and participation is very important in developing your treatment plan.

CLIENT RIGHTS

Your rights as a client can be found in the handout, "Your Rights and Responsibilities as a Client of Center for Human Development, Inc." Please read this and keep it to refer to during treatment. If at any time you cannot find it, please ask for another copy.

CONFIDENTIALITY

Your privacy is important to us. Getting help is hard enough without having to worry about who knows what about your problems. CHD follows all state and federal laws regarding patient privacy. These laws are explained in CHD's Notice of Privacy Practices. You will be given a copy of this document at your intake session and asked to sign that you have received it.

In general, information in your record is limited to those with a valid need to know or those with legal access. We will ask you to sign an authorization form so that we can share information with your primary care physician, your insurance company, and anyone else you want involved in your treatment. If you have questions or would like more information about the privacy of your services, please ask your counselor.

PARTICIPATION IN TREATMENT

For treatment to be of help, you must actively participate. Below are basic expectations for participation in treatment.

Attendance: You are expected to show up on time for your appointments. If you're not able to keep an appointment, please call 24 hours in advance to cancel and reschedule the appointment.

Missed Appointments: If you miss an appointment without calling to cancel, your counselor will work with you to decide the best approach to make sure that you are able to get the services you need, depending on your specific needs and situation.

Payment: CHD depends on client fees to pay for the costs of treatment. You will be asked to sign a Fee Agreement as a part of the intake process that will identify who is responsible for payment. All services

require payment in advance or proof of insurance. Medicaid or Oregon Health Plan coverage is considered payment in full for covered services.

Services will not be denied based entirely on your ability to pay. While non-payment of fees *may* result in suspension of services, we will not make any decision without looking at any risk factors, disability, or federally mandated service priorities.

Reduced Fees: CHD has limited funds available to help some clients with the cost of treatment. Since these funds are limited, they are not available to everyone. However, if you meet both income and clinical need criteria, you may be eligible for a reduced fee slot.

If you would like to apply for a reduced fee slot, you will be asked to complete an Application for Reduced Fees and provide information about your family income. To keep this reduced fee slot, you must stay active in treatment and comply with your Fee Agreement.

Tobacco: Oregon law does not allow tobacco use anywhere on CHD grounds. Please do not chew, smoke or vape while on CHD property. (Oregon Administrative Rule 309-019-0205)

OFFICE HOURS & INFORMATION

CHD office hours are 8 a.m. to 5:30 p.m. Monday through Friday

If you have any questions or problems, please let us know. Our offices are located at 2301 Cove Avenue in La Grande. Our phone number is 541-962-8800.

School-Based Health Centers (SBHC) operated by CHD offer mental health services at the following locations:

- 540 Main Street in Union, in the modular building on Union School campus. Phone 541-562-9418.
- 708 K Avenue in La Grande, in room 22 inside La Grande High School. Phone 541-663-3330.

EMERGENCY CONTACT

Outside regular office hours, a mental health crisis counselor is always available in case of emergency. The crisis worker can be reached at 541-962-8800.