

That's it! Please remember that while it might feel like a lot of effort to go through before you actually start your services, it is the best way to make sure you get what you want and what you need. That is Daymark's priority.

IMPORTANT INFORMATION
ABOUT MEDICAL
SERVICES:



Our medical staff is available to provide medication evaluations and follow up care to Daymark consumers. Please talk to the counselor you meet with today about different options available to you if this is a service you are interested in. We will do our best to meet your needs in a timely and medically sound manner.

Please be aware that there are services that some centers may be able to best provide through video-conference. These services might include an assessment or ongoing psychiatric Medical services. If you have any questions about this, please don't hesitate to ask!



Welcome to
DAYMARK Recovery
Services

If you've never been here before, you may wonder what happens next. This brochure is meant to help you understand what you can expect as we try to provide you the best possible care.

We want you to feel safe, valued, and important as you begin services with us. Please tell us if that isn't your experience so we can do better!



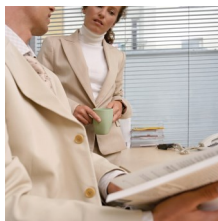
Finding out the basics:



1. At first you will be asked to review and fill out some forms that ask you some basic information about yourself and what brought you to Daymark.
2. You will meet privately with intake staff who will talk with you about options to pay for your services (e.g., Medicaid, Medicare, Private Insurance, Sliding Scale, Payment plans).
3. This person will also give you information about your rights and responsibilities while receiving services at Daymark. You can take all of this home with you!

The Assessment:

1. Then you'll meet privately with a professional counselor who will ask you a lot of questions. This can take anywhere from 1-2 hours.
2. A lot of times people wonder why some of the questions are being asked or why they have to go through this step at all! It may help to think of going to a doctor's office for the first time. The only way the doctor can figure out what you need is to ask you about what is happening now as well as your health history, and even the health history of your family! Behavioral Healthcare isn't very different. Many times problems in our lives right now are connected to



things we don't even consider. Understanding that salt can raise blood pressure or smoking can cause cancer may seem basic; however, until a connection was made, no one knew! Daymark's assessment is meant to "connect the dots" to best help you!

3. During the assessment there may be some other things that need to be done as well. This can include asking your permission to include other family or professionals in what happens with you here at Daymark, using other types of assessments to get a clear picture of what is happening with you, or helping connect you with another provider.

The Service Plan:

1. After the assessment If you want services from Daymark, the next thing that needs to happen is to put together a service plan. This may happen with the same person who did your assessment or with the counselor who will be meeting you regularly.
2. This is literally a plan of what your goals and preferences are, what the recommendations for your services are, and what is agreed upon to start your services.
3. It is VERY important that you actively participate in creating this plan. The only way it can be useful is if you say what you really want and what you are really willing to do. This



plan is meant to be just for you and that can only happen if you are willing to be open and honest in this part of the process.

4. Remember that this plan is what you are starting with; however, it can be updated and changed at any point. If you ever feel you are not getting what you need, talk to your counselor about reviewing your plan and making some changes. If you don't get the response you want, ask to talk to the supervisor. We never want you to feel hopeless about getting help.

Services and Changes:

1. After the initial assessment and service plan is completed, you will have a good idea of what program you will be participating in and what you can expect.
2. If you decide that you need some



change in your services, all you need to do is talk with your counselor. We understand that sometimes what you start out wanting is not what you may end up needing. We will work with you on deciding what will be the best

way to get your needs met.

If you need to move from one program to another, add another service to your plan, or change providers, we can assist you in doing that. Some programs have very specific conditions that have to be met before you can participate and our staff will help determine if you qualify. We want you to get the help needed. We will do whatever we can to make that happen.