

OUR PROCESS

Our mission is to encourage healthy living in the deaf community by providing behavioral health resources, education, advocacy, rehabilitation, referral and treatment for deaf, deaf-blind, hard of hearing and late deafened adults, youth and their families in Georgia. **Our goal is to help you to reach your personal and social goals.**

HOW TO MAKE AN APPOINTMENT, GET INFORMATION, OR A GET REFERRAL: You may contact us by phone (v) 404-377-9224; Videophone (VP) at 404-381-8421; text at 404-494-6846; or email at info@greatdayinc.net to discuss any of our services.

SCREENING: Your first contact with Great Day is the screening, usually over the phone, videophone or by email, where we gather basic information from you. This helps us to decide what services you seek, how we may be able to serve you, or whether a referral to another agency would be most appropriate. Appointments may be made at this time.

INTAKE / PSYCHOSOCIAL ASSESSMENT: Clinical and vocational services begin with an evaluation. Your counselor will ask questions to gather information about you and your history to understand and identify your issues and needs. Your counselor will review the information with you to develop your treatment plan together.

TREATMENT PLAN: A treatment plan is developed after the assessment is completed. This includes goals for services and how you and your support team will work together to help you achieve those goals. This plan will be reviewed and updated as your needs change.

PERSONAL SOCIAL ADJUSTMENT (PSA), PSYCHOSOCIAL REHABILITATION (PSR), OR COMMUNITY SUPPORTS (CSI): A community support staff member may be assigned to work with you in the community, such as at your home or school, to help you develop and practice skills to achieve your goals. This service is determined in the assessment and treatment plan.

THERAPY/ COUNSELING: Psychotherapy and counseling are ways to help you understand your issues and help you develop strategies and tools to deal with depression, anxiety, stress, and unhealthy thoughts and behaviors. Psychotherapy and counseling help you manage your symptoms better to help you function at your best in everyday life. Therapy may be individual, family, or group, and may include other activities, such as artwork, play, role play and practices of new behaviors.

PSYCHIATRIC ASSESSMENT: If you are receiving counseling services, you may be scheduled to see a psychiatrist (MD) for an evaluation. The psychiatrist gathers more information in order to make a diagnosis, decide with you if medication will help to reduce your symptoms, and identify an initial course of treatment.

NURSING ASSESSMENT: A nursing assessment may be scheduled by the doctor to evaluate health issues. Sometimes, lab tests are needed before you can start on some medications. Periodically, you may also need additional lab testing to see how you are doing with certain medications.

Treatment works best if you attend your sessions regularly and actively work on your goals between sessions.

CONFIDENTIALITY

Everything said in treatment is confidential and not shared with anyone without your permission. There are a few situations which require us by law to release confidential information. This includes if we learn about child or elder abuse, if there are concerns that someone may be a danger to themselves or others, and public safety concerns. Please review the Notice of Privacy Practices or Client Rights for full details, or watch the videos about client rights and responsibilities.

APPOINTMENT HELPFUL HINTS

- Arrive 10-15 minutes before your appointment to have time to check in.
- Bring your insurance cards to all appointments.
- Call at least 24 hours before your appointment to cancel or reschedule.
- When at Great Day remember your client responsibilities, especially about respecting the privacy of other clients you may see in the center.

FEES FOR SERVICES - INSURANCE

Most of our services are covered by funding sources such as Vocational Rehabilitation, Medicaid, various contracts and other sources. Otherwise, payment or co-payment is due at the time of service. Your fees are determined at your intake appointment and are reviewed regularly. Any time your insurance changes, please inform the Office Manager.

We are in network with many insurance and EAP companies, and welcome this as a source of payment. We do ask that you check with your insurance company to see if we are in-network or out-of-network and to get your insurance benefit and co-payment information. We will help you get approval from your insurance or EAP provider prior to the first visit, if possible. We accept cash, checks and all major credit cards/debit cards.

Currently we accept the following insurance:

- Medicaid (through contracts with clinics)

- Private Insurance – we accept most private insurance – we will verify your coverage to determine if our services are covered under your plan. We can contract with insurance companies if we are not in their network.
- EAP – We accept many Employee Assistance Plan Benefits. Coverage will have to be determined.

EMERGENCIES/AFTER HOUR SERVICES

Staying safe is an important part of recovery. If at any time you feel you are in serious danger of harming yourself or harming anyone else; or are having any other experience of extreme symptoms for which you need immediate help (severe hallucinations, feeling out of control, etc.) we want you to seek help immediately. Options include calling the **Georgia Crisis and Access Line (GCAL) at 1-800-715-4225, calling 911, or going to the nearest hospital emergency room.**

CLINIC SAFETY

A safe clinic is very important to everyone. If we decide that you are a danger to yourself or others, we will arrange for you to be admitted to a Crisis Center or local hospital. If you display threatening and/or aggressive behaviors we may call law enforcement to protect everyone's safety.

Weapons are not allowed in the clinic.

Smoking is not permitted inside the building.

Do not come to your appointments under the influence of alcohol or drugs. If you do arrive under the influence we will determine your safety and safety of others before you leave. If you drove yourself to the clinic, alternate arrangements will need to be made to return home.

Do not bring alcohol or drugs into the clinic.

Please let us know if you have questions, suggestions or concerns. We continuously work towards improving our services and value your feedback.