

GREEN OAK INITIATIVE INFORMATION SHEET

What to expect when making an appointment

Welcome to the Green Oak Initiative. We are glad you have taken this important step in overcoming your emotional difficulties and we would like to make the process as smooth as possible.

Booking an appointment:

1. When you first contacted us, you would have gone through our triage process, after which you will get allocated to be seen by either a psychiatrist or a psychotherapist. An appointment will be offered, either directly by the clinician or through our reception staff.
2. Our reception staff will also be contacting you to process your registration with Green Oak Initiative. This will include obtaining your vital details such as your phone number, postal address and email address, and phone and email of an emergency contact person. This is important for us to be able to get in touch with you easily and offer the best service possible.
3. If your appointment is in person, please note down the address for arrival. **Green Oak Initiative #3, 3rd Cross, Vasanthanagar, Bengaluru, Karnataka. Google map link: <https://maps.app.goo.gl/wuSo1JoLkyahtCPj9>. There is limited street parking near the centre. Nearest metro stations are Cubbon Park (Purple line) and Sampige Road (Green line).**
4. If your appointment is online, the clinician and/or the reception staff will send you a video link either at the time of booking or shortly before the session.
5. Please give yourself plenty of time to arrive or be ready online before your first session, to allow for any confusion or difficulty in accessing the same.

After appointment is made:

We work with a limited number of people on an appointment basis only and want to ensure that everyone gets seen on time. We respect and understand the need for you to cancel sessions due to a change in your circumstances or in case of an emergency. If there is no emergency identified, we charge a fee for late cancellations or no shows. **For cancellations, please contact 9972665268 / asst.tgoi@gmail.com at least 1 working day prior** to your appointment.

1. For psychiatric appointments, you will get a booking notification once a session is booked (via email and/or SMS). As a courtesy, we also send reminders 24 hours ahead of your appointment. Sometimes emails may go into spam folders, please check your notification settings. Please check these details as soon as you get them, and let us know if there are any corrections.
2. **Late cancellations** include appointments cancelled **less than 1 working day**. For instance, if your appointment is on Wednesday, you will need to cancel your appointment prior to 5pm on Monday to not be charged a cancellation fee. If your appointment is on Monday, then you will need to cancel your appointment prior to 5pm on Friday.
3. If for any reason a session is cancelled less than 1 working day ahead, **the full fee of the allocated clinician will be charged**. This may result in new sessions not being booked until late fee is paid.
4. **No shows**, which means not attending a session without any notice, will be charged the full fee of the allocated clinician.
5. **Late arrivals** will be charged the full fee. Please note that arriving late for a session means that there is less time available. If you are late, the therapist will end the session as per the time planned, so that it does not run over into the next person's session.
6. If further clarification is needed regarding a cancelled session, you're encouraged to first discuss with your therapist or psychiatrist, as the reception staff are not able to make decisions about whether you need to pay or not.

Pathway of care:

1. Your first few sessions will be an evaluation of your needs, at the end of which your clinician will offer their impression and discuss a care plan with you. Family members may be contacted for collateral information or for discussion of the care plan, with your consent and approval.
2. Psychiatry sessions range from 30-60 minutes. Individual therapy sessions last for 50 minutes and family or group therapy sessions range from 60-90 minutes. As far as possible, individual therapy sessions will be offered weekly, at the same time and day every week. You will get the most out of your sessions if you are able to attend them regularly. This also helps the clinician to provide consistent care and treatment.
3. We believe in collaborative care and will often work with other clinicians involved in your care to best address your mental health. This can include other clinicians within Green Oak, and/or doctors and therapists outside of Green Oak. This will only be done with your permission and approval.
4. If you are seeing our clinician online, you will require a fully connected device preferably a laptop, earphones and a safe private place where you will not be overheard or interrupted by people around you. Please bear in mind that you cannot record these sessions as it will be a breach of legal agreement.

Benefits & risks of mental health treatments

1. Psychotherapy has been shown to have several benefits for individuals who undertake it. We offer a range of evidence-based therapies that lead to improved daily functioning, reduction in distress, better emotional regulation, improvement in relationships and resolution of specific problems.
2. In some cases medications may be required to effectively engage in the therapy process, and are often prescribed for 6-12 months for common mental disorders, or longer periods for severe mental disorders.
3. Some medications have side effects that are mostly present during initiation of treatment.

Your psychiatrist will discuss these with you in detail, and help balance between the pros and cons, before commencing any treatment.

4. Treatment for mental health issues often takes time and the benefits of both psychotropic medication and psychotherapy are often not visible for a few weeks. You can clarify any doubts about this with your clinician as your treatment progresses.
5. The therapy process may sometimes bring up uncomfortable feelings and discomfort as we work through difficult life experiences and psychological pain. You can feel free to share this with your therapist so that they can help you manage the same, as you continue with the treatment.
6. All clinicians work with a crisis management/safety plan and will encourage you to prepare one along with their help. This will help both you and your clinician to better manage any emergency crises situations during your treatment with us.

Ethics of confidentiality

Information with your mental health professional is private and we are legally and ethically mandated to maintain your confidentiality. However, there are a few exceptions to this as outlined below.

1. If your safety or the safety of another person is at risk, your clinician may have to disclose limited information to a close friend or family member, members from your treatment team, and/or relevant authorities; of which they will try to inform you beforehand.
2. For ensuring quality of care, the case details might be discussed in supervision sessions and/or academic forums, in which case your identification details such as your name and any identifying factors, will not be used, and anonymity will be ensured.
3. If a court of law orders us to release information or lawfully issues a subpoena, your clinician will be legally required to respond. They will discuss options with you before responding.
4. In case of online sessions, there is potential for other people to overhear sessions if you are not in a private place during the session. We will take reasonable steps to ensure your privacy from our end. It is important for you to make sure you find a private place for our

session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or any other device.

Record keeping

We have a confidential documentation policy, which includes clinical notes, prescriptions and any other correspondence in reference to your care. Please refer to our documentation sheet for more information.

Termination of treatment

1. When your treatment comes to an end, your clinician will help with the termination process.
2. If you do not show up for two sessions in a row we will make attempts to reschedule with you.
3. If you do not respond to our attempts to reschedule, we will assume that you have dropped out of treatment and will close your file.
4. In some instances, we may notify the person who referred you to Green Oak, that you are no longer attending sessions with us.