



**Alexian Brothers Behavioral  
Health Hospital**

# OUTPATIENT GROUP PRACTICE

## Alexian Brothers Behavioral Health Hospital Outpatient Group Practice Locations

### Alexian Brothers Medical Plaza

1786 Moon Lake Boulevard  
Suite 104  
Hoffman Estates, IL 60169

**847.755.8090**

Fax: **847.843.7393**

### Alexian Brothers Medical Center Campus

Eberle Medical Office Building  
800 Biesterfield Road, Suite 655  
Elk Grove Village, IL 60007

**847.981.3535**

Fax: **847.981.2024**



**Alexian Brothers Behavioral  
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*For more than seven hundred years, the Alexian Brothers have cared for the sick, the aged, the poor, and the dying. The basic Judeo-Christian beliefs that inspired the founders of this Catholic religious congregation sustain its ministry today. This heritage is espoused by the governance, management and entire health care team throughout Alexian Brothers Health System in their mutual commitment to promote the physical, mental spiritual and social well-being of all individuals served through the health care ministry.*

*Alexian Brothers Hospital Network carries out the healing mission of the Catholic Church through the Alexian Brothers ministries by identifying and developing effective responses to the health and housing needs of those we are called to serve.*



**ALEXIAN  
BROTHERS**  
HOSPITAL NETWORK

**A Healthy Community Begins with Alexian Brothers.**

[www.abbhh.org](http://www.abbhh.org)

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## Welcome

We are happy that you have chosen Alexian Brothers Behavioral Health.

We believe in a partnership with you on your road to recovery. Treatment is a collaborative process which requires your active involvement.

## Your Rights as Our Patient

- Individualized service, to participate in treatment planning and to have access to qualified staff.
- Request the opinion of a consultant at personal expense and to request a review of your treatment plan.
- Know the professional status of the staff members responsible for your care.
- Have audiovisual equipment used only after your informed consent.
- Know the risks, side effects, benefits and/or experimental nature of treatment procedures.
- Know the alternative treatment procedures available, to refuse treatment and to know the consequences for treatment refusal.
- Know the cost of services rendered.
- Know if limitations to duration of service exist.
- Know how to initiate a complaint or grievance procedure.
- See your clinical records.
- Have information regarding your treatment released from this facility, to the extent permitted by law, with your informed, voluntary written consent.
- Confidentiality within the limits prescribed by law.

## Your Responsibilities

- **Appointments:** Schedule appointments with your therapist or at the reception desk.
- **Fees:** Fees are discussed at the time of the initial appointment.
- **Insurance Reimbursement:** Most services are eligible for reimbursement. Your clinician will work with you to comply with the requirements of your insurance company or managed care company if you are using these benefits. We will arrange to have claims filed with your insurance company if you desire. However, you are ultimately responsible for payment of all services.
- **Payment for Services:** Please pay the agreed upon fee prior to each session. Our policy is to charge a set fee for appointments missed without 24-hour notification.

## Confidentiality

Your treatment is confidential within limits prescribed by law. In general, no information about your treatment will be released without your written consent. However, relevant laws require that your clinician contact others about your safety if you present a danger to yourself or others, if your clinician learns of child abuse or neglect, or if ordered by a court of law.

In addition, your clinician may consult with other clinicians within Alexian Brothers Behavioral Health Hospital to improve the quality of your treatment. Your clinician may release information about you to an insurance company or managed care company if you are using these benefits.

If you (patient) are under 12 years of age, your clinician may discuss your treatment with your parent or legal guardian. If you are over 12 years of age and under 18 years of age, your clinician may discuss your treatment with your parent or legal guardian with your consent. If you are engaging in behavior that our clinician believes places you in danger or significantly harming your self or others, your clinician will help you to discuss these issues with your parents.

## Patient Advocacy

If you have a problem or complaint we want to help. Please let us know. Talk to your Physician or Therapist about any concerns or ask to speak to the Clinical Director or Office Manager.

If you are unable to resolve your concern, please contact your Patient Advocate, Pat Getchell at 847.755.8507.

If at any time, you or your family believe that a legal right has been denied, restricted or have any other complaint/concern related to services received, you or they may contact your Patient Advocate. A staff person will assist you in making the contact. Your Patient Advocate or representative is available at all times. Your complaint will be reviewed and corrective action taken if indicated. You, and if appropriate, your family will receive a response from the Hospital in a timely manner regarding your concerns.

Patient and their families may also contact the Guardianship and Advocacy Commission that has been created which consists of three divisions: Legal Advocacy Service, Human Rights Authority, and the Office of the State Guardian. The commission is located at:

421 E. Capital Avenue  
Suite 205  
Springfield, IL 62701  
217.785.1540

State of Illinois Building  
160 N. LaSalle Street, Suite 500  
Chicago, IL 60601  
312.793.5900

Alexian Brothers Behavioral Health Hospital is a Joint Commission accredited institution. If you have a complaint about the quality of your care you may contact the Joint Commission at:

Phone: 800.994.6610

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)



The Joint  
Commission  
Disease-Specific  
Care Certification

## Our Financial Policy

We will bill your insurance company as a courtesy to you, however your co-payment or patient portion is expected at the time services are provided to you. Please remember that some insurance companies require prior authorization of services. It is your responsibility to contact your insurance company if this is required. *Please notify us if your insurance has changed.*

Missed appointments or those appointments cancelled with less than 24-hour notice will be charged a cancellation fee. This fee cannot be billed to your insurance company and must be paid prior to scheduling your next visit.