



The Middle Way Health Team



Wellness Handbook

Middle Way Health is an inviting health and wellness center offering exclusive, customized services by a united team of providers with distinctive perspectives and approaches and a singular purpose. We believe that wellness and thriving are a lifestyle. As you become more self-aware and empowered, you uncover more ways in which to harness the healing power of mind, body, and spirit and embrace the joys of life.



The Middle Way

The Middle Way is the contact point between two dissimilar things – where seemingly incompatible things meet. It is where male and female unite, stillness and movement fuse, and these opposite things together become greater than their parts.

We integrate these opposing energies through our personal stories (the way we live our lives). We all need not only a personal story, but a shared story, which connects us to other people and their stories. Having too much personal focus without recognizing the interdependence of life, or the contrary, having too much big picture focus lacking personal responsibility, causes an imbalanced life. This imbalance causes discomfort, confusion and suffering.

It is within this Middle Way that we learn to grasp the big picture, the healthy awareness that comes with it, and the peace of mind and happiness we all crave.

within or outside of Middle Way Health. You are free to end therapy at any time. Ideally, termination occurs when you and your provider agree treatment goals have been met. Life doesn't always go according to plan. If you need to discontinue therapy due to unforeseen circumstances, please discuss the transition with your provider. We may be able to accommodate you.

Regardless of why you end treatment, you are always welcome to return to Middle Way Health when circumstances change or new matters arise.

Strength and goodness may be covered over, but are never lost. Everyone has radiant beauty within them. We believe individuals are indestructible and indomitable. We may get bruised and cracked along the way, but can always be restored. Embarking on this meaningful journey of growth and well-being takes courage and determination. We are committed to helping you achieve your desired outcome and accompanying you along the way.



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www.MiddleWayHealth.com

916-492-9007

If, for any number of unseen reasons, you do not hear from us or we are unable to reach you, and you feel you cannot wait for a return call or if you feel unable to keep yourself safe:

- 1) Contact the crisis hotline for **Community Mental Health Services of Sacramento County 916-368-3111**
- 2) Go to your Local Hospital Emergency Room
- 3) Call 911 and ask to speak to the mental health worker on call.

We will make every attempt to inform you in advance of planned absences, and provide you with the name and phone number of the mental health professional covering our practice.



Therapeutic Outcomes

Good therapy is the sum of all the experiences, internal and external, occurring as a result of the imperfect psychotherapy process. It leads toward self-awareness, growth, and the release of extreme feelings, energies, and beliefs.

Growth rarely occurs in a consistent straight line. There may be periods where improvement is not obvious. Even the best therapy can be lined with areas of unawareness, mistakes, and challenges to the therapeutic relationship and yet still turn out to be positive. Fruitful therapy is evident by an overall improvement toward treatment goals.

If you are unhappy with what is happening in therapy, we hope you will talk with your provider to address your concerns. Such comments will be taken seriously and handled with care and respect. You may also request a referral to another therapist

Available Services

- **Couples Counseling**
- **Healing Trauma**
- **Mindfulness-based Psychotherapy**
- **Buddhist Psychotherapy**
- **Maternal Wellness & Co-Parenting Counseling**
- **Shamanic Healing & Meso-American Healing**
- **Work/Life Balance**
- **Co-dependency and Relationship Issues**
- **Conflict Resolution**
- **Art Therapy**
- **Reichian Therapy**
- **Dream Life Designing & Creativity Coaching**
- **Business Consulting**
- **Non-Violent Communication Training**
- **Tai Chi/QiGong & Meditative Movement**
- **Energy Medicine & Essential Oil Healing**
- **Biofeedback & Hypnotherapy**
- **Personal Training & Yoga**
- **Certified Massage Therapy**
- **Drug & Alcohol Counseling**
- **Classes, Workshops & Books**

All services are available on a fee for services basis or as a part of our Middle Way Wellness Program. Some services may be paid or reimbursed by your health insurance.

Middle Way Wellness Program

The Middle Way Wellness Program is a prepaid program that allows businesses and individuals to use one or all of our clinicians and services. This is a unique and comprehensive system of care where each program is individualized to fit the user's needs. Small businesses and service based businesses need healthy happy employees to be successful. Job performance is greatly influenced by employee satisfaction. This program optimizes business through resolution of personal issues within and outside the workplace.

The Middle Way Wellness Program is an exclusive, fresh approach to holistic wellness. It starts with a concierge service, where we help you design a program with a practitioner, or variety of practitioners, to obtain your personal goals. Programs may be paid by you or your employer. We offer a discount for private pay based on the program selected.



Psychotherapy

Many people have misconceptions and reservations about therapy, but knowing what to expect in general can ease anxiety and make the therapeutic process smoother and more effective. Psychotherapy has both benefits and risks. Risks may include experiencing uncomfortable feelings, such as sadness, guilt, anxiety, anger, frustration, loneliness and helplessness, because the process of psychotherapy often requires discussing

Parents & Minors

While privacy in therapy is crucial to successful progress, parental involvement is also beneficial. It is our policy not to provide treatment to a child under age 12 unless s/he agrees that we can share whatever information we consider necessary with a parent. For children 13 and older, we request an agreement between the client and the parents allowing us to share general information about treatment progress and attendance. All other communication will require the child's agreement, unless we feel there is a safety concern (see above section on Confidentiality for exceptions), in which case we make every effort to notify the child of the intention to disclose information ahead of time and make every effort to handle any objections that are raised.

Professional Records

We are required to keep appropriate records of the psychological services that you receive. Your records are maintained in a secure location in the office. Records are brief, noting that you were here, your reasons for seeking therapy, the goals and progress we set for treatment, your diagnosis, topics we discussed, your medical, social, and treatment history, records received from other providers, copies of records sent to others, and your billing records.

Availability

Scheduling and messages can be handled at the front desk. Each provider has confidential voice mail available at all times. Your call will be returned as soon as possible. It may take a day or two for non-urgent matters. Email is also available for brief matters, but is not confidential.

Your Therapist's Responsibilities

Your therapist has the responsibility to provide considerate, safe and respectful care, without discrimination as to race, ethnicity, color, gender, sexual orientation, age, religion, national origin, or source of payment. You have the right to ask questions about any aspects of therapy and about specific training and experience.

Confidentiality

Privacy is a crucial part of therapy. We pride ourselves on respecting your privacy. However, we are also obligated to keep you and others safe. Legally, there are exceptions to when patient information can and must be reported.

- Suspected abuse or neglect of a child, elderly person, or disabled person
- When you are a suspected risk to yourself or others.
- To bill your insurance company.
- For the purpose of supervision and/or consultation with another professional.
- If you refuse to pay your debt, we reserve the right to use an attorney or collection agency to secure payment.
- By order of a court judge, or when otherwise required by law, such as under the Patriot Act.

If you anticipate becoming involved in a court case, we recommend that we discuss this fully before you waive your right to confidentiality. If your case requires our participation, you will be expected to pay for the professional time required (at twice the standard rate) even if another party compels the testimony.

the unpleasant aspects of your life. However, engaging in the process will transform your unpleasant feelings into your strengths. Therapy often leads to a significant reduction in feelings of distress, increased satisfaction in interpersonal relationships, greater personal awareness and insight, increased skills for managing stress, and resolution to specific problems. While there are no guarantees about what will happen, a very active effort on your part and your work outside of sessions on the issues we discuss will bring you to that Middle Way point of balance.

Knowledge, awareness and free will are powerful elements at the individual's disposal, and it is up to you to utilize them and practice what you've learned. Therapy is often hard work, but it should also be fun!

Your Responsibilities

To get the most out of this process it is helpful to know what to expect and what is expected of you.

Show up on time. We work hard to create a comfortable waiting room. Pay your fee at the front desk and make yourself comfortable. Enjoy our fish, art, and calming music; help yourself to some hot or cold water and a variety of magazines. Your therapist will meet you when it is time for your appointment. If you are late, your appointment will still need to end on time.

Pay your fees. We accept cash, check, and virtually all credit cards. You can also make a payment online through the website. No therapist enjoys detracting from your session time to discuss tardiness and late fees.

Appointments will ordinarily be 45-50 minutes in duration, at a frequency determined by you and your provider. The time scheduled for your appointment is assigned to you and you alone. If you need to cancel or reschedule a session, provide 48 hours notice so the slot can be made available to others. Insurance companies do not provide reimbursement for late cancelled or missed sessions. You will be responsible for the full fee. A credit card must be kept on file for this reason. It is your responsibility to reschedule the appointment.

The first few sessions of therapy are an evaluation period for you and your therapist, for you both to determine whether you are a good fit for each other. Your therapist may determine your issues are outside of his or her scope of competency, or that you are not ready to do the work necessary to complete your goals. You are also welcome to discuss any concerns you have regarding fit, your therapist's approach or whether you are feeling understood at any time.

Insurance

If you have a health insurance policy, it will usually provide some coverage for mental health treatment. You are responsible for knowing your coverage and for letting us know if/when your coverage changes.

Insurance benefits have increasingly become more complex. It is sometimes difficult to determine exactly how much mental health coverage is available. Managed Health Care plans such as HMOs and PPOs often require advance authorization, without which they may refuse to provide reimbursement for mental health services. These plans are often limited to short-term treatment approaches designed to work out specific problems

that interfere with a person's usual level of functioning. It may be necessary to seek approval for more therapy after a certain number of sessions. While a lot can be accomplished in short-term therapy, some patients feel that they need more services after insurance benefits end. Some managed-care plans will not allow us to provide services to you once your benefits end. If this is the case, we will do our best to find another provider who will help you continue your psychotherapy.

You should also be aware that most insurance companies require you to authorize us to provide them with a clinical diagnosis (diagnoses are technical terms that describe the nature of your problems and whether they are short-term or long-term problems. All diagnoses come from a book entitled the DSM-V). Sometimes we have to provide additional clinical information such as treatment plans or summaries. This information will become part of the insurance company files and will probably be stored in a computer. Though all insurance companies claim to keep such information confidential, we have no control over what they do with it once it is in their hands. In some cases, they may share the information with a national medical information databank. By requesting we bill your insurance, you agree that we can provide requested information to your carrier if you plan to pay with insurance.

If we are not a participating provider for your insurance plan, we will supply you with a receipt of payment for services, which you can submit to your insurance company for reimbursement. Please note that not all insurance companies reimburse for out-of-network providers.