

Intensive Outpatient Program



**Behavioral
Health Services**

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Services

The Intensive Outpatient Program (IOP) is a therapeutic program designed to provide support, structure, and socialization to adults age 18 and older. The program is designed to assist clients in need of increased support on a temporary basis, for example during times of stress, while their individual provider is away, or during holidays; clients attempting to avoid an inpatient admission; or clients who have been discharged from inpatient treatment although hospitalization is not required for admission to IOP.

Contact Information

The Intensive Outpatient Program is located in the Behavioral Health Services Outpatient Suite on The Link by the Orange Entrance on the Meritus campus.

Behavioral Health Services
11116 Medical Campus Road, Suite 2989
Hagerstown, MD 21742

To locate the suite from outside, drive to the Orange Entrance and the office is immediately on your right when you come in the door.

From within Meritus Medical Center, follow the signs to Robinwood. Just before you get to Robinwood look for the Behavioral Health Services signs which direct you to turn right instead of left entering Robinwood.

Enter the main door for Suite 2989 and you will be greeted and registered.

For new referrals, questions, or concerns please contact:

Kim Parrotte, LCSW-C, coordinator of IOP at 301-766-7713 or
Christina Smith, utilization specialist at 301-766-7704

IOP Schedule

The Intensive Outpatient Program is held 9:30 am to 12:30 pm Mondays through Fridays. You may attend up to five days each week but flexible schedules may be arranged. IOP is closed during major holidays.

Please call 301-766-7704 in the event of inclement weather. We do not always follow the Washington County School System.

The daily schedule is as follows:

9:30 – 10:30 Goal Group:

Goal group allows clients an opportunity to identify a goal for the day, an opportunity to update other group members, and to explore their current feelings and emotions.

10:30 – 11:30 Education Group:

Education group provides clients with information about a variety of topics which could include: Stress management, coping skills, anger management, self esteem, positive affirmations, relaxation techniques, mindfulness, wellness, communication skills and addictions awareness.

11:30 – 12:30 Group Therapy:

Group therapy provides clients with the opportunity to explore identified issues more fully and participate in deeper therapeutic discussions.

Ground Rules for Group Therapy:

Group therapy is a powerful means for growth and change. Not only do clients receive tremendous understanding, support, and encouragement from others facing similar issues, but they also gain different perspectives, ideas, and viewpoints on those issues. However, for the group to be effective, client cooperation in the following areas is essential:

- 1. Confidentiality** – All clients, as well as group leaders, are ethically and legally bound not to disclose the contents of the group sessions.
- 2. Disruptions** – Please make every effort to arrive on time for group in order to minimize the distraction of coming into the session late. Please turn off cell phones. Please limit leaving the group after it has started to emergencies only. There will be a 10 to 15 minute break between groups to allow clients the opportunity to use the facilities, make a telephone call, or get a drink.
- 3. Mutual Respect** – This is essential to maintaining the safety of the group. While it is perfectly fine to disagree with another group member, it is not acceptable to treat them disrespectfully. Please remember that the use of foul language may be offensive to other group members.

Frequently Asked Questions About IOP:

1. Who can benefit from IOP?

Like individual counseling, group therapy can benefit almost anyone. It can be especially useful for people who want to explore their style of relating to others and enhance their approach to relationships in areas such as trust, anger and conflict management, assertiveness, risk-taking, and self esteem. Group can also be useful for individuals struggling with issues of depression, anxiety, alcohol and other drug addiction issues, medical illness, loneliness, shyness, or who have experienced losses, sexual assault, or other stressors.

2. How could I be referred to IOP?

You may refer yourself to IOP or your therapist or psychiatrist could contact Kim or Christina directly at 301-766-7713 or 301-766-7704. You may also be referred through an emergency room or following an inpatient psychiatric hospitalization although neither is necessary to be referred to IOP.

3. How long should I stay in the program?

The Intensive Outpatient Program is a temporary program usually lasting at least one to two weeks. However, each client's progress is different. Therefore, clients may remain in IOP for as long as the service is clinically necessary. Clients and IOP staff will work together to decide when discharge is appropriate. Admissions are not always on a Monday and discharge is not always on a Friday.

4. If I am a referring facility, what clinical documentation should be included in a potential referral?

Please fax the following to 301-766-7702: A history and physical, psychosocial assessment, medication list, discharge summary (if already completed), and demographics including all insurance preauthorization information.

5. What if my insurance does not cover my participation?

IOP staff will attempt to obtain preauthorization from your insurance company at the time of your registration. Clients will be advised of any co-payments that are required. If, for any reason, your insurance will not provide payment, IOP staff will advise you immediately so as to avoid any financial difficulties.

6. IOP is primarily a group-based program, however, every new client will be seen individually for an assessment and treatment plan. What are assessments and treatment plans?

The assessment is a tool used by therapists to gather information about your physical health history, mental health history, and social supports. Using the information gathered, clients and their therapists work together to create an individualized treatment plan. The treatment plan identifies specific short-term and long-term goals to focus on during participation in the program. IOP staff will ask you to sign your treatment plan once finalized.

7. What should I do if I know I will be absent?

If possible, please advise IOP staff in group prior to an absence. Please call Kim at 301-766-7713 or Christina at 301-766-7704 if unable to do so in person.

8. What do I do when I am ready for discharge?

When you have met your treatment goals, please let Kim or one of the IOP staff know that you are feeling ready for discharge. An appointment time for discharge planning will be scheduled. Please bring follow-up appointment dates and times if already scheduled and any medication changes to this appointment if possible.

9. How can I be referred to an individual therapist or psychiatrist if I do not already have one?

Assistance with referrals is offered during discharge planning. IOP staff will assist you to schedule with one of the Behavioral Health Services therapists and psychiatrists or any provider of your choice.

10. May I bring my family member, friend, or therapist to IOP group sessions?

In order to protect the confidentiality of all of our IOP clients, no other individuals may accompany you to IOP groups.

How To Make The Most Out Of Group Therapy:

Attend regularly. In joining the group, you have made a commitment to yourself to receive treatment.

Make the group part of your life. Between group sessions, think about what happened in group and about how you felt during and after group, and consider why you had those feelings.

Participate actively. You will make more progress if you get actively involved in the group discussions.

Experiment with new forms of behavior. Until you begin to act differently, the change is not complete.

Take some emotional risks in group. It is structured to be safe and supportive.

Be as honest and open as you are able in group. It allows other group members to get to know who you really are.

Learn to listen to others attentively. If you are formulating your response while someone else is speaking, you are not really hearing what is being said.

Speak directly to individuals in the group rather than about them to others.

Be honest and direct with your feelings in group in the present moment, especially your feelings toward other group members and the therapists.

Be spontaneous. Often we wait our turn to speak, try to be polite, or think about what we want to say for so long that the moment to say it has passed.

Be specific and direct with your feedback. Share both positive and negative feedback. Phrase your feedback so it is about your experience of the other person, and not a judgment of how they are. Ask for feedback when you need it. Seek clarification and avoid becoming defensive or making excuses.

We welcome the opportunity to discuss new referrals.

If you believe that the Intensive Outpatient Program will be beneficial to you or someone you know, please ask them to contact Kim or Christina at 301-766-7713 or 301-766-7704.



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