



Client Guidelines and Responsibilities for Therapy Appointments

Central Minnesota Mental Health Center (CMMHC) staff are committed to quality and professional Mental Health and Chemical Dependency services. To help with this goal, we request that all clients take the time to read this information.

Emergencies

If you have an emergency, such as thoughts of hurting yourself or someone else, you should call 911, the Crisis Response Team (320) 253-5555, or go to your local Emergency Department.

Cancellations

Since your appointment time has been reserved only for you, we expect you will put a priority on keeping appointments for your care. You have the option of being included on our appointment reminder call list or text list. Cancellation of appointments requires at least 24-hours-notice. If a personal emergency requires less than 24-hours cancellation notice, please inform your provider at the time of cancellation.

A pattern of 3 or more missed appointments without 24-hour notice may result in services being discontinued and referral elsewhere for services.

Expectations Regarding Minors

At Central Minnesota Mental Health Center, we strive to ensure that we provide the best care and services for our clients and their families. As part of this care we ask that children 8 and under are not left unattended in the waiting area.

For children of all ages, please consider your child's developmental level, maturity, safety, security, and comfort with being left unattended. Sessions may be interrupted if there are any concerns with a child who is left alone in the waiting area.

As part of our care, we work to collaborate with families to provide the best support network for children and adolescents. Parents and guardians are an important part of this process. For children receiving services:

- We ask that a parent or guardian of a child 15 and under check-in at the front desk with your child for every appointment.
- We also ask that a parent or guardian of a child ages 9-15 check-in with the provider prior to leaving the facility.
- A parent or guardian of a child ages 16 or 17 must at minimum be available by phone in the event your child has an emergency or is in need of crisis services.

Access to Treatment/Non-Discrimination

CMMHC does not discriminate regarding access to treatment services due to race, color, creed, religion, sex, sexual orientation, national origin, marital status, age, handicap, or public assistance status. All residents of Benton, Sherburne, Stearns, and Wright Counties are eligible for services on a sliding scale fee if income eligible.

Treatment Alternatives

CMMHC has a listing of alternate treatment facilities in the area. Copies are available upon request.