

Welcome to Lakewood Counseling and Career Center

6607 18th Avenue South, Suite 101, Richfield, MN 55423
612-798-7373 · 612-243-3613 Fax

Our professional staff is highly skilled in caring for adults, adolescents and children, and is dedicated to serving your special needs and concerns. In a setting that is caring, supportive and ethical, we work to empower individuals, couples, and families to manage their own well-being.

Patient Satisfaction

Thank you for trusting our ability to provide you with appropriate, high quality care. We make every effort to treat each client with respect and dignity regardless of race, beliefs, national origin, source of payment, age, religion, disability, or sexual preference.

If you experience a problem with any service or staff person, please discuss this with your therapist. If the situation is not resolved, or if the nature of the concern prohibits such discussion, please contact Elaine Johnson. The professional licensing board is also available to you.

When a referral is indicated, Lakewood Counseling and Career Center staff will provide 2-3 referral options.

Financial Responsibility

We request payment at the time of service. We will submit claims for Blue Cross BlueShield and Preferred One. For all other insurance plans, we will provide a receipt that you can submit to your insurance. Some insurance plans limit the number of sessions covered so you will want to understand the benefits available to you. In addition, we are an out-of-network provider and you will want to check with your insurance plan to find out what coverage you have for out-of-network benefits.

Initial Appointment

Your first appointment will take approximately one hour. During this appointment, you can discuss your situation and concerns with a mental health professional. After this initial appointment, an assessment and recommendation for treatment will be made. We require a 24-hour notice to change or cancel an appointment. Missed or cancelled appointments without the 24-hour notice will be charged at the regular rate.

Confidential Information

Information you furnish to Lakewood Counseling Center is confidential according to the Minnesota Access to Health Records Statute. This means that only you and restricted, authorized personnel of Lakewood Counseling Center have access to information in your medical chart. No treatment information will be released to persons, schools, or agencies without your consent, except by court order. If you choose to give your permission, be sure that you understand what information will be released and how it will be used.

If it is appropriate to coordinate your care with your primary care physician, you will be asked for your written permission to do so. Your insurance company may require information about your care prior to providing payment of services

There are some exceptions to confidentiality. For example:

- Health care providers are required by law to report cases of known or suspected abuse or neglect of children or vulnerable adults.
- In cases of threatened homicide or serious harm, the police and possible victim must be notified.
- In cases of threatened suicide, the police will be called.

By law, information concerning dependent minors is accessible to the parents unless it is determined that such access would be harmful to the minor.

Clients under the age of 18:

All non-emancipated minor clients under the age of 18 years old must have the consent of their parents following an initial intake session to receive further services.

All minors have the right to request that their records be withheld from their parents. No information will be provided to parents of minors without the consent of the client.

As a patient at Lakewood Counseling and Career Center, you have the right to:

- Courteous and respectful treatment.
- A safe and comfortable environment.
- Appropriate behavioral health care.
- A clear explanation of your diagnosis and treatment plan.
- Privacy and confidentiality.
- Participate in planning your care.
- Refuse behavioral health treatment.
- Be free from discrimination based on your religion, race, gender or culture.
- Register complaints.
- Access to your records as provided by law.

You are asked to:

- Treat staff with respect.
- Ask questions about your care.
- Tell your therapist everything you can about your condition, including all symptoms, medications and past medical history.
- Pay your bills on time.
- Keep appointments, or give at least 24 hours notice if you need to cancel your appointment.
- Let the therapist know about changes in your symptoms, medications or general condition.
- Treat clinic property with care.

Emergency Procedures:

For emergency situations you can call the Crisis Connection @612-379-6363 or go to your nearest emergency room.

Business Services:

- Most therapeutic sessions will be 50 minutes in length. Longer sessions may be advisable based on the need and the therapeutic methods being used.
- Clients are asked to pay for each session at the time of service
- For questions regarding scheduling, billing and payments, please talk with your therapist.
- Therapists will return calls within 24 hours with the exception of weekends. If an emergency arises and you are unable to reach your therapist, you can call the Crisis Connection or go to your nearest emergency room
- Phone consultations with the therapist that exceed 10 minutes in length will be billed as a session and charged based on the time spent.
- You are expected to be here for each session that you schedule. The regular fee will be charged for sessions that are missed or cancelled without 24 hours notice.

