



# Virtual Intensive Outpatient Program

## Welcome Packet

### Table of Contents

<i>Welcome to Pasadena Villa’s Virtual IOP Program</i> .....	2
<i>Overview of Virtual Programming</i> .....	3
<i>Communicating Virtually with your Team</i> .....	3
<i>Telehealth Software</i> .....	4
Zoom Video Communications .....	4
NCVIOP Portal .....	4
<i>Virtual Care Guidelines</i> .....	4
Group Rules .....	5
<i>Virtual IOP Program Schedule</i> .....	6
<i>Frequently asked Questions (FAQs)</i> .....	7

## Welcome to Pasadena Villa's Virtual IOP Program

On behalf of everyone at Pasadena Villa, we welcome you to our Virtual Intensive Outpatient Program (Virtual IOP). We understand you have many choices in deciding your healthcare and we are honored by the trust you've placed in our team to support you in your recovery journey. We commend your courage in working toward a life built on your values and we look forward to assisting you throughout your treatment.

As you begin your journey with us, know we are pleased to be able to offer you Virtual IOP programming that is modeled identically from the same procedures, standards, and care model as our world-class in-person programs. Given that virtual treatment is relatively new, we also realize that for many this may be your first experience receiving care virtually. We are pleased to share that in our time providing virtual treatment we've witnessed excellent results, outcomes, and feedback from clients, families, and teammates.

To this point, our experiences providing Virtual IOP mirror a growing body of research that shows virtual care can be as effective and, in some cases, superior to identical in-person programming at the intensive outpatient level of care.

In addition to efficacy, another benefit we've discovered in providing treatment virtually is significantly expanded reach, allowing us to provide access and help for more people than would be possible by traditional in-person treatment. For many, the convenience, safety, and access to virtual treatment is the difference between beginning treatment or not and we are pleased and grateful to be able to offer this treatment to the community.

### ***About your team***

Pasadena Villa's Virtual IOP team is a multidisciplinary group of professionals who will work with you to develop an individualized treatment plan based on your goals. Our team specializes in the medical and psychological treatment of behavioral disorders and co-occurring conditions. Our clinicians and programming will incorporate the principles of Dialectical Behavioral Therapy (DBT) by teaching skills to help clients be more effective in their daily lives.

## Overview of Virtual Programming

Pasadena Villa's Outpatient Virtual IOP program provides structured, supportive treatment to improve medical and emotional stability under the care of professional, compassionate, and experienced staff. Our treatment team is committed to doing everything in our power to help you heal and recover so you can live your best life, enjoy relationships with others, and live in alignment with your values. To this end, our program combines a wide range of therapeutic modalities in both individual and group settings.

Group-based treatment is a key component of treatment at Pasadena Villa Outpatient. Our Virtual IOP group programming is 3 hours in length and occurs three times a week. These groups are planned and structured to support you in developing skills to cope with life stressors, achieve a better understanding of self, improve and strengthen relationships with others, and achieve and maintain a healthy, more balanced life. Throughout treatment, our team will support you in decreasing and managing unhelpful behaviors and living your best life.

In addition to group work, individual Therapy sessions are a regular component of our Virtual IOP program. Upon admitting you will be assigned a mental health Therapist to welcome you as you begin treatment and meet weekly to support you in developing your individualized treatment plan and making progress toward your goals. As a program, we believe in the importance and effectiveness of relationships to help crowd out and overcome negative behaviors and mindset.

Finally, we believe in the importance of supporting you in developing a robust aftercare plan and recommendations for your time after treatment. This almost always includes securing a full outpatient (OP) team that will continue to see and support you at a lower level of care, and in doing so will protect and ensure the hard work and effort you invested during your time in Virtual IOP.

## Communicating Virtually with your Team

We know that excellent communication is a prerequisite to effective treatment and relationship building. Be assured that communication with your Pasadena Villa team will happen in much the same ways as our in-person programs. First, we commit to keeping your information secure and confidential. We accomplish this by using releases of information (ROIs) that you complete before and during treatment, outlining who you want to share information with and in what ways. Taking these steps safeguards that only individuals you've pre-selected are eligible to receive information about your treatment.

Next, Pasadena Villa teammates make regular use of a wide array of technology tools to ensure excellent and timely communication with you, your supports, and your outside providers. Secured phone, encrypted e-mail, telehealth meetings, a client portal, automated reminders, e-signature capability, and electronic fax are just some of the tools we employ to ensure the best possible communication.

# Telehealth Software

## Zoom Video Communications

As you are probably aware, there has been significant growth in telehealth, with many tele-conferencing companies and solutions to choose from. Our Virtual IOP program has carefully considered the various options and selected Zoom Video Communications (Zoom). Zoom is a simple, secure, software that allows us to recreate the in-person group experience virtually. Zoom offers HIPAA secured video conferencing in groups and 1:1. The software is free for you to use and intuitive to learn. Whether you're a Zoom novice or an expert, your Pasadena Villa Outpatient team will support you in utilizing this software before and throughout your treatment.

## NCVIOP Portal

We have created a specialized Pasadena Villa Outpatient North Carolina Client portal for you to use during your treatment. The portal will act as a virtual communication hub, allowing your team to share files, forms, paperwork, worksheets, and more with you. You will receive an email notification when new information is shared. Additionally, you will access your portal before beginning treatment to complete your admission paperwork and consents.

## Virtual Care Guidelines

- Where applicable, guidelines of in-person therapy apply when attending groups and sessions virtually. To this end, please do your best to limit external distractions. For example:
  - Refrain from using your cell phone or other electronic devices during group unless specially instructed.
  - Please set your phone setting to do not disturb.
  - If possible, find a quiet location, free from distractions and interruptions.
- Recording group or individual sessions is prohibited.
- When participating in virtual care you must be alone in a private room to protect the confidentiality of yourself and others.
- To improve sound quality and maintain confidentiality we recommend the use of earbuds or headsets with microphones during group programming and individual sessions.
- We ask that you maintain an upright seating position at a desk or table throughout groups and sessions. Please refrain from lying down, reclining, or moving in the room during group.
- Maintaining visual inputs during virtual care is important for relationships and connection. Do your best to maintain a well-lit room and proper camera angles so that group participants and staff can see you. Please keep your camera on during group and individual sessions except when taking breaks or other approved times.
- Keeping a recovery-focused environment. Please be mindful of background posters, pictures, clothing, or other materials that could reference images or words which could be offensive or inappropriate to other individuals in the group setting.

- To limit interruptions all breaks should occur before the group begins or during designated programming breaks.

## Group Rules

- Confidentiality: What is said in the group stays in the group.
- Honesty and openness are key elements to your recovery.
- Maintain a recovery-focused environment and partner in wellness.
- Use “I” statements to speak in the first person.
- Refrain from speaking for others without their permission.
- No exposed skin (crop tops, tube tops, belly shirts, etc.).
- Shorts/skirts/dresses must be of appropriate length.
- No items of clothing with potentially offensive references that include but aren’t limited to:
  - Curse words
  - Skeletons or skulls
  - Graphic t-shirts referencing inappropriate messages
- Client may be asked to change clothing if in violation
- Pay attention, be mindful, and listen actively.
- Refrain from distracting activities during group unless specifically prescribed.

## Virtual IOP Program Schedule

# Pasadena Villa<sup>®</sup>

## OUTPATIENT

### Pasadena Villa - Virtual IOP Program

3x a Week—Monday, Wednesday, and Thursday 5-8 PM via Zoom

<b>Monday</b> 5-8 PM	<b>Wednesday</b> 5-8 PM	<b>Thursday</b> 5-8 PM
Welcome and Check-In 5:00-6:00 PM	Welcome and Check-In 5:00-6:00 PM	Welcome and Check-In 5:00-6:00 PM
DBT skills 6:00-7:00 PM	DBT skills 6:00-7:00 PM	DBT skills 6:00-7:00 PM
Adjunctive Therapy 7:00-8:00 PM	DBT skills 7:00-8:00 PM	Adjunctive Therapy 7:00-8:00 PM

#### **Welcome to Pasadena Villa’s Virtual IOP! What you should know prior to attending:**

- ❖ This program is fully virtual and requires access to a device with streaming video capacity.
- ❖ Instructions and an orientation for using Zoom will be provided.
- ❖ Invitations to groups will be sent the day of programming, no later than an hour prior to the start of session.
- ❖ Individual sessions with Therapist are scheduled separately and may occur outside of group times.
- ❖ Program timing and frequency may be adjusted based on holidays an team recommendations.
- ❖ For questions or support call or text our Virtual Case Manager, Rachel Estell at 704-644-7822 or email at Rachel.estell@pasadenavilla.com

## Frequently asked Questions (FAQs)

### ***New Clients - What should I expect before beginning Virtual treatment?***

Before beginning treatment, new clients complete a pre-screening assessment with an Admissions Coordinator (AC). This assessment is used to get to know you better, what you are struggling with, your goals for recovery, and how best to support you. After the assessment is completed and reviewed, an individualized treatment recommendation is prepared and shared with you. This includes a proposed program and level of care to help you best meet your needs and support you in your recovery.

Next, a Virtual Case Manager (VCM) will work with your insurance plan on your behalf to verify your eligibility and advise you of your benefits and expected expenses. Once you have decided to admit, the VCM will answer any question you have and support you in completing all necessary pre-admission forms, consents, and other requirements before beginning treatment.

### ***Existing Clients – What should I expect before beginning Virtual Treatment?***

For existing clients at higher levels of care, such as Residential Treatment (RTC) or Partial Hospitalization (PHP), admission to Virtual IOP may be the next step on your journey to recovery. If you have recently completed an RTC and/or PHP program, we congratulate you on your progress and look forward to welcoming you into a lower level of care in our Virtual Intensive Outpatient (VIOP).

If you are coming to us directly from another internal program, we may not require a pre-screening assessment, as your previous team recommended you to our program. If you are coming from another program outside our organization, we may need to complete a pre-screening assessment.

Just as in the next client example above, a Virtual Case Manager will work on your behalf, answering questions and supporting you in completing all administrative steps before admitting.

### ***What will orientation be like?***

On your first day of the Virtual IOP Program, you will meet with one or more members of your treatment team for administrative orientation and clinical assessment sessions. These generally take place in the morning or afternoon before evening programming, so **please be aware that your first day of programming may require time outside of program hours be set aside for these required meetings.**

The administrative portion is designed to help teach and support you in utilizing software platforms like Zoom and your Patient Portal (See Telehealth Software above). We will also confirm you've been able to complete all pre-admission requirements and help you finish them if needed. Meanwhile, the clinical assessment sessions are structured to welcome you to members of your team, build the relationship, further evaluate your individual needs, and answer any clinical or programming questions you have before beginning groups.

***What can I expect in group programming?***

We believe in the transformational power of groups. The group therapy format plays a crucial role in recovery, providing hope, reassurance, and understanding. Group programming is a blend of evidence-based therapies and skill development. Groups may include topics on mindfulness, distress tolerance, emotion regulation, and interpersonal effectiveness. Together we'll tackle difficult topics in the service of our goals and with a focus on moving toward recovery.

Our staff is trained in trauma-informed care and takes seriously their responsibility of maintaining a safe and welcoming environment. To see how we do this, check out our Virtual Group Rules and Guidelines above.