

IOP Handbook



bright·path
BEHAVIORAL HEALTH

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WELCOME TO BRIGHT PATH



Welcome to Bright Path Behavioral Health's Intensive Outpatient Program (IOP). We know the circumstances of your participation at our program are difficult; we are honored to be a part of your teen's recovery journey. At Bright Path, we are committed to providing high-quality therapeutic care for your teen, based in the belief that they have within them all the strengths they need to successfully manage their mental health. We simply provide access to the tools and skills that will help them develop those strengths into healthy behaviors. While we encourage you to use this guide as a reference, please feel free to ask any of our staff for help in understanding the program and how best to support your teen.

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COMPANY BACKGROUND



Bright Path Behavioral Health was established in 2019 by Dr. Pamela Perkins, PsyD. Although her outpatient therapy and medication management services catered to most of the community's needs, Dr. Pam noticed a lack of specialized higher levels of care for teenagers in the wider Triangle area. By launching a stand-alone partial hospitalization and intensive outpatient care exclusively for teens, Dr. Pam provided access to higher levels of treatment that were previously unavailable.

In 2023, Pneuma Behavioral Health acquired Bright Path Behavioral Health with the goal of maintaining its position as a leader in adolescent intensive outpatient services through innovation and defining new standards.



VISION & MISSION

Vision

We set out to create a place where teens can experience feeling welcomed for who they are, without judgment, and where their ideas and autonomy are honored throughout the treatment process. Compassionate care is not just about providing therapy or medication; it's about creating a supportive environment where our teenagers feel safe, heard, and valued. It's about recognizing that mental health is as important as physical health and that seeking help is a sign of strength, not weakness.

Mission

To give teens the experience of being capable, supported, and celebrated while developing skills for improving their own mental, emotional, and behavioral health.

OUR TEAM



Bright Path Behavioral Health employs a variety of staff not only for the betterment of your child's treatment, but for the betterment of the future of mental health treatment. The diverse body of employees includes clinicians, provisionally licensed clinicians, nurse practitioners, experiential therapists (such as dance or horticultural), mental health technicians, qualified mental health professionals, interns and more.

Note:

Provisionally Licensed Clinicians -Prior to obtaining a "full" license from the state of North Carolina, clinicians undergo a period of "provision". Requirements of provisional clinicians are set by their licensing body. While employed at Bright Path, provisionally licensed therapists undergo rigorous training and supervision to fortify their clinical skills and knowledge.

Clinical Interns - Bright Path hosts a group of second-year masters and doctoral students. As interns, they may sit in on therapy sessions or lead therapeutic exercises. Through supervised practice, they integrate theoretical knowledge with practical skills to provide compassionate and effective support



IOP PROGRAMMING

Bright Path Behavioral Health's Intensive Outpatient Program consists of two components:

- Group Therapy (minimum of 3 days a week)
- Individual Therapy (one session per week)

Each component utilizes evidence-based therapeutic intervention to ensure the highest quality care for your teen. Our team of licensed professionals employs a variety of techniques such as Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), and Mindfulness-Based Self-Compassion (MBSC) to address the specific mental health needs of each teen.

We believe in a holistic approach to mental health, focusing not just on symptom relief but also on the underlying issues that contribute to emotional distress. Our commitment extends to continuous monitoring and adjustment of treatment plans to ensure they are effective and meet the evolving needs of our clients. Length of stay depends on the clinical needs of each individual and is discussed with parents on an ongoing basis.



GROUP THERAPY

Time	Monday	Tuesday	Wednesday	Thursday	Friday
3:00pm	Social & Life Skills	Mindfulness	Distress Tolerance	Skills Review	Optional Individual Therapy by appointment
3:50pm	Snack	Snack	Snack	Snack	
4:00pm	Process Group	Interpersonal Effectiveness	Emotional Regulation	Cope Ahead	
4:50pm	Break	Break	Break	Break	
5:00pm	Goal Setting	Identity Group	Teen Talk	Creative Expression	
6:00pm	Dismissal	Dismissal	Dismissal	Dismissal	

Highly-structured, skills-focused group therapy curriculum helps teens develop a “manual” for managing their mental health. Due to the format of our groups, teens don’t just talk about their feelings. As a part of group therapy, teens practice coping skills, self-compassion, healthy communication and conflict resolution. It promotes self-awareness, emotional growth, stress management, assertiveness, healthy relationships, and empowerment. They also learn about triggers, contributing factors, warning signs, physiological components of mental health, and safety plans. Most importantly they use self-exploration to identify their strengths, capitalize on their supports, and develop long-term, sustainable, healthy habits.

INDIVIDUAL THERAPY

Individual therapy alongside group therapy for teens offers crucial personalized support tailored to their unique needs, fostering a deeper exploration of underlying issues, and promoting individual growth. It provides a safe and confidential space for teens to openly discuss their concerns, emotions, and experiences. Through this one-on-one therapeutic alliance, adolescents can build resilience and gain valuable insights to navigate challenges both within and outside the structured program environment.

As a part of Intensive Outpatient Program, your teen is required to attend individual therapy. If they have an outpatient individual therapist outside of Bright Path, they can choose to continue to see their therapist once a week. In this instance, Bright Path staff will provide weekly check-in forms to the outpatient therapist with the goal of supporting collaborative care regarding treatment process and goals, symptom presentation, functioning, any concerns that need to be addressed in either treatment setting, and discharge planning. Please ensure Bright Path has a release of information to communicate with the outpatient therapy provider.

If they do not have an outpatient therapist or would like to change therapists, your teen will receive individual therapy from a Bright Path therapist for the duration of their time in the program.

CAREGIVER COLLABORATION

Collaboration plays a pivotal role in fostering sustainable mental health recovery, a principle that Bright Path integrates into its Intensive Outpatient Program (IOP). Weekly, caregivers are provided with a link to complete a check-in form, focusing on their teenager's well-being. This platform serves as an avenue to address questions about their teen or to request staff communication. The weekly check-ins serve the purpose of keeping the IOP team informed about fluctuations in symptoms, ongoing therapeutic needs, and any safety concerns. Completion of these check-ins is imperative and required for participation in IOP.

In cases where a teenager divides their time between caregivers, the caregiver who predominantly oversees the teen during that week is responsible for completing the check-in form. It is essential for Bright Path to possess the email addresses of both caregivers to facilitate this process effectively.



POLICIES AND PROCEDURES

● Attendance & Non-Compliance

Patients are permitted a maximum of three absences, unless expressly permitted in advance by program leadership. Upon the fourth absence, patients will be administratively discharged.

In some instances, Intensive Outpatient Program (IOP) may not align suitably with a patient's needs. While our primary objective is to identify such cases promptly through continuous clinical monitoring, indications of misalignment may include non-adherence to the treatment plan, program regulations, safety agreements, or attendance expectations. Non-compliance with these parameters may lead to administrative discharge.

● Confidentiality

While participating in our program, patients and their families will naturally interact with others undergoing treatment. We view the relationships formed with fellow patients and families as a positive aspect of treatment, while also prioritizing the creation of a safe environment for all participants. To maintain this safe space, we kindly request your commitment to preserving confidentiality regarding any information shared during programming and refraining from disclosing personal details, including names, to individuals outside the program. Additionally, we recommend limiting patient interactions to program hours during the treatment period, as managing interactions beyond this scope is challenging for us.

Although we do not explicitly prohibit patients from engaging outside of program hours, we believe that focusing on individual mental health processes during treatment is paramount for optimal support. While friendships established during treatment can offer valuable support, it is essential to recognize that these connections might occasionally deviate from their positive nature and potentially hinder treatment progress. Ideally, parents can assist in maintaining appropriate boundaries beyond program hours. Regardless of the extent of patient interaction outside of programming, parental communication and oversight are vital.

Furthermore, we request that patients refrain from discussing any past treatment experiences to prevent unintentional negative impacts on peers. As part of our intake procedure, you will be required to sign a confidentiality agreement, signifying your commitment to upholding this policy and safeguarding the treatment environment for all individuals involved.

POLICIES AND PROCEDURES

● Items to Bring

On your first day, you'll be provided with a composition notebook for your personal use. We will use these in groups and in therapy. You will also be provided a locker to store any personal items. The locker opens and closes with a key kept by the MHT Staff. Some other items you may bring include:

- Lunch and metal utensils if necessary (please do not bring plastic utensils). Snacks are provided but you can also bring your own
- Clear, reusable water bottle. Non-water drinks are allowed during lunch only
- Marker/pen
- MP3 player - must not be connected to the internet or have a camera
- Headphones - please note that these will need to be checked in and out with MHT staff
- Chapstick/deodorant/hand sanitizer/menstrual products
- Notebook(s) or sketchpad(s) that are not wire-bound
- Backpack or purse if necessary - this will be stored in a locker during programming hours
- Fidget toys or sensory items

Please note that there may be items not on this list which could be approved, as well as items that are on this list that we may determine are not appropriate. We reserve the right to make changes to this list at any time, particularly as it relates to the safety of our patients.

Bright Path Behavioral Health is not responsible for any lost or damaged personal items brought onsite.

● Prohibited Items

The following items are prohibited. Please be aware that staff who suspect that a patient has prohibited item(s) onsite can conduct searches of patients in accordance with our Search/Seizure policy.

- Lighters/matches
- objects with sharp edges or points including scissors, razors, crochet hooks and knitting needles
- Cameras and other recording devices
- Prescription or over-the-counter medications
- Alcohol and items containing alcohol including mouthwash
- Dental floss
- Street drugs, drug paraphernalia, vapes and e-cigarettes (including nicotine products)
- Knives, heavy chains, brass knuckles, etc.
- Batteries or items containing removeable batteries
- Make-up or beauty products
- Valuables - if you wish to wear jewelry, please always keep it on your person.

Please note Bright Path does not permit patients to bring in food to share with other patients.

POLICIES AND PROCEDURES

● Safety Statement

Our program places a strong emphasis on safety and kindly requests that visitors leave all bags, backpacks, sharp objects, cell phones, and similar items in their vehicles or at home. Alternatively, our staff can securely store these belongings during your visit. Should you opt to bring a bag or cell phone, we kindly ask that you refrain from using your cell phone within our premises. At the start of your treatment day, we will securely store bags, purses, and cell phones, returning them to you upon your dismissal. The prohibition of cell phone usage is essential to maintain patient confidentiality and uphold a secure environment. While an item may appear harmless, these regulations are in place to safeguard the well-being of all patients and visitors.

Given the daily interactions with peers in group settings, we encourage immediate reporting to our staff if you become aware of any information that may endanger an individual or others. Please bring to our attention any of the "Five Hurts":

1. If someone is causing harm to you.
2. If you are contemplating self-harm.
3. If a fellow program participant is harming someone else.
4. If a fellow program participant is considering self-harm.
5. If you are contemplating harming someone else.

When safety concerns exceed the scope of our current care capabilities, a transfer to a higher level of care or assessment at a different facility may be considered. Any act of aggression, violence, or inappropriate physical contact towards another individual, be it staff or patient, may result in administrative discharge.

● Respect

Bright Path Behavioral Health is committed to remaining a safe, judgement-free and welcoming environment for all. We encourage patients to bring their full selves to programming. A healthier, more resilient, and thriving community requires inclusion, equity, and diversity.

Bright Path does not tolerate discrimination on the basis of race, ethnicity, gender, sexual orientation, religion, or disability. Any individual displaying discrimination may be administratively discharged. If there is a concern that an employee or visitor of Bright Path is displaying discriminatory behavior, please bring this to the attention of the CEO.

POLICIES AND PROCEDURES

● Illness

Patients will be provided a medical pass from programming for illness-related absences. These absences will be excused, however, may also count toward days of non-attendance if the number of consecutive days out of programming without virtual attendance exceeds four (4) days. Patients and their parents/guardians should refer to the following guidelines for requesting a medical pass and staying home from programming.

Guidelines for Medical Passes / Staying home from Programming:

- Symptoms of COVID-19 or diagnosis of other communicable disease as covered in COVID-19 procedures
- Fever (temperature of 100.4 or higher) within the last 24 hours
- Conjunctivitis (pink eye)
- Three or more episodes of vomiting or diarrhea within the last 24 hours
- For IOP patients: if patient did not attend school or symptoms began during the school day, please do not attend programming and instead go see your primary care physician (PCP)

Guidelines for Returning to Programming:

- Fever free for 24 hours without the use of fever-reducing medications
- Resolution of conjunctivitis or on prescribed eye drops for 24 hours
- Resolution of vomiting/diarrhea
- Opinion from primary care physician that patient can return to programming

When in doubt, patient's parent/guardian should call to speak with our nurse practitioner (PHP patients) or take the patient to see their own PCP to get an opinion on whether they should attend programming.

Please note that we are aware that anxiety, depression and other mental health diagnoses often go hand in hand with somatic complaints and physical symptoms. Many patients experience somatic symptoms related to their mental health diagnoses, which are not contagious and which tolerating or otherwise addressing may become part of a patient's treatment plan. We encourage parents/guardians to be aware of and make efforts to implement any plan for ensuring patient attends programming.

POLICIES AND PROCEDURES

● Grievances

Bright Path Intensive Outpatient Program's goal is to provide a valuable treatment experience and Service Excellence to all patients. If you have any concerns or problems with your experience, the facility has a procedure for allowing you the opportunity to register a complaint and seek resolution. Patients or parents/guardians who have complaints should notify the Chief Executive Officer.

There are also external agencies that are charged with overseeing treatment facilities. Should you wish to lodge a complaint against Bright Path PHP please contact:
Division of Health Service Regulation at 1-800-624-3004

● Drop off and Pick Up

Drop off is between 2:45 and 3pm; Pick up is at 6pm

Only a parent/guardian or approved adult (prior written approval required to be on file) is allowed to sign teens in and out of programming, unless otherwise accommodated in your treatment plan. Always bring a photo ID with you.

● Clear Container Policy

Bright Path Behavioral Health requires patients to bring only clear/transparent containers including water bottles, back packs, purses, wallets, etc. The policy ensures the safety of participants by preventing the concealment of prohibited items, fostering transparency, and facilitating staff's ability to monitor belongings effectively, thus maintaining a secure environment conducive to healing and growth.

In an effort to support compliance, Bright Path Behavioral Health will provide each patient with one clear water bottle and one clear bag upon admission.

POLICIES AND PROCEDURES

● Transitions to Bright Path's Partial Hospitalization Program

Bright Path Behavioral Health offers a more intensive outpatient level of care called a Partial Hospitalization Program (PHP). Occasionally, clinicians may recommend transitioning to this higher level of care due to clinical presentation. As the consumer, you have the option of transitioning to Bright Path's PHP, a different PHP in the area, or discharging from the program. Bright Path staff aims to support any transition or discharge in the least disruptive manner possible and always with quality of care in mind.

● Transitions to Alternate Levels of Care

Bright Path staff may recommend transitioning to an alternate level of care as a result of changes in clinical presentation. An individual meets criteria for transition or discharge if any one of the following applies:

- The individual has achieved goals and is no longer in need of IOP services.
- The individual's level of functioning has improved with respect to the goals outlined in the treatment plan, inclusive of a transition to step down to a lower level of care.
- The individual is not making progress or is regressing and all reasonable efforts and interventions have been exhausted indicating a need for more intensive services.
- The individual or legally responsible person no longer wishes to receive IOP services.

If its determined an individual's needs can be better met at an alternative level of care or at another agency, a referral will be discussed and coordinated.

● Discharge Planning

Discharge planning begins at admission. Bright Path staff work with patients and their caregivers to identify specific goals for treatment as well as how all parties can collaborate to accomplish them. Bright Path also works to coordinate post-program care so that the transition out of IOP is as seamless as possible. Caregivers take part in discharge planning by scheduling appointments with outpatient providers.

INSURANCE & FINANCIAL INFORMATION

Insurance

At Bright Path Behavioral Health, we believe that quality mental health services should be accessible to all. Our thorough insurance verification process is designed to eliminate uncertainties, providing you with a clear path to the treatment you need. Bright Path is in network with Aetna, Cigna, and most Blue Cross Blue Shield plans. We will bill any other commercial insurance out-of-network on your behalf. Bright Path cannot accept medicaid.

Preparing to pay for treatment

Navigating the complexities of mental health treatment can be overwhelming, but at Bright Path Behavioral Health, we aim to simplify the process, starting with insurance verification. Understanding your insurance coverage is crucial for accessing timely and affordable mental health services.

Along with being the right fit therapeutically, treatment needs to be accessible financially as well. Please communicate with Bright Path's CEO if you have any unexpected financial hardships while your child is in treatment.

You can conveniently pay your patient balance on the KIPU Portal.

CRISIS INFORMATION

- ✔ **Bright Path Behavioral Health Crisis Line:**
[\(919\) 805-2689](tel:(919)805-2689)

Bright Path's licensed clinicians are on-call to parents after program hours to assist with triage related to mental health emergencies.

- ✔ **Emergency:** [911](tel:911) or [nearest emergency room](#)

In the event of an emergency that requires immediate medical or mental health intervention, please call 911 or visit your nearest emergency room.

- ✔ **Mobile Crisis 24/7 Response Team:** [\(877\) 626-1772](tel:(877)626-1772)

Mobile Crisis provides tele-triage and inperson emergency services.

- ✔ **National Suicide and Crisis Lifeline:** [988](tel:988)

- ✔ **Poison Control:** [\(800\) 222-1222](tel:(800)222-1222)

REMEMBER

YOUR SAFETY PLAN



YOUR CARE PROVIDERS

Please use the below guide to understand the make up of your teen's care team as well as who to contact if you have a question.

1

Psychotherapist

Contact your psychotherapist for any mental health questions or concerns, any absence or changes in schedules.

My teen's Psychotherapist

Name:

Email:

Phone Extension:

2

Leadership Team

Contact your leadership with any concerns about program policies or procedures.

My teen's Leadership Team

Name: Jalecia Beatty MS, LMHC

Email: Jalecia.Beatty@brightpathbh.com

Phone Extension: 702

3

Chief Executive Officer

Contact the Chief Executive Officer with any financial questions or grievances.

My teen's Chief Executive Officer

Name: Shantel Sullivan Ed.D., LCSW

Email: Shantel.Suulivan@brightpathbh.com

Phone Extension: 706