

## WHERE ARE SERVICES AVAILABLE?

The **MAIN OFFICE** is located at  
705 E. Timber Drive  
Rhineland, Wisconsin

**SATELLITE OFFICES** are located in  
Crandon, Eagle River and Minocqua.  
Arrangements for appointments in these  
locations are scheduled through the  
Rhineland office.

## TO SCHEDULE AN APPOINTMENT:

To schedule an intake appointment, simply call the  
Northwoods Guidance Center main office at  
**715-362-7463**

Toll Free: **1-800-236-8788**

An appointment can also be made in person by  
speaking with the receptionist  
at the Rhineland office.

## WHAT ARE CLINIC HOURS?

Regular clinic hours are

**8:00 a.m.—4:30 p.m. Monday—Friday.**

Some evening and early morning hours can be  
scheduled based on the therapist or doctor's  
availability. When the office is closed, calls can be  
routed through an automated Voice-Mail system.

Messages can be left for our receptionist, for a  
specific therapist's confidential Voice Mail, or, if  
you remain on the line, your call will be routed to  
the Crisis Line.

A 24-hour **Crisis Line** is staffed 7 days a week  
for emergencies.

The Crisis Line can be reached directly at

**1-888-299-1188**

## THE WARNING SIGNS OF DEPRESSION

Professional help may be needed if a person  
has one or more of the following  
signs/symptoms:

- ▶ Little interest in daily activities
- ▶ Withdrawn from social contact from others
- ▶ Loss of interest in once pleasurable activities
- ▶ Feelings of hopelessness, pessimism,  
worthlessness
- ▶ Persistent thoughts of death and dying
- ▶ Thoughts of or talking about suicide
- ▶ Rapid weight loss or weight gain
- ▶ Feelings of guilt or self-blaming
- ▶ Poor concentration or difficulty making  
decisions
- ▶ Trouble coping with minor problems
- ▶ Feelings of irritation or easily annoyed  
by others
- ▶ Hostile, angry feelings toward others
- ▶ Increased alcohol consumption
- ▶ Deterioration in personal hygiene
- ▶ Episodes of extreme restlessness, feelings of  
being tense or keyed-up.



While a single symptom or isolated event  
is not necessarily a sign of mental illness,  
**professional help should be sought  
if symptoms persist.**

# Northwoods Guidance Center

**Outpatient  
Mental Health Services  
for  
Individuals & Families  
Since 1968**



**705 E. Timber Drive  
Rhineland, WI 54501-0897  
715-362-7463  
[www.thehumanservicecenter.org](http://www.thehumanservicecenter.org)**



# WHAT IS NORTHWOODS GUIDANCE CENTER?

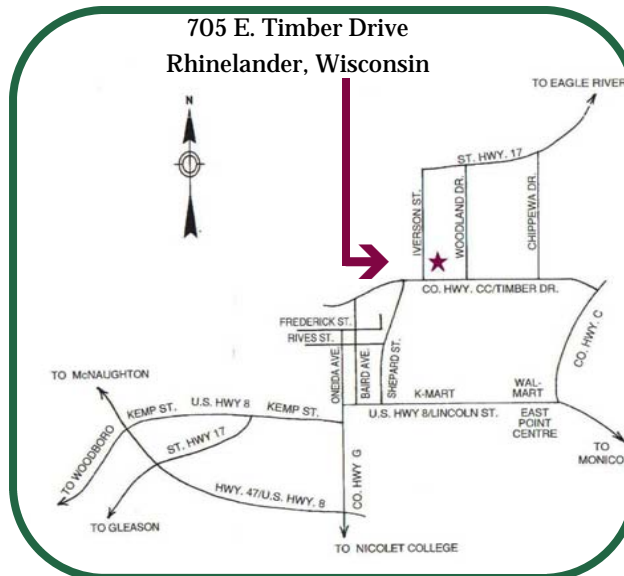
## WHY SEEK MENTAL HEALTH SERVICES??

Our mental health affects our whole life, including our physical health. There are times when life can be especially difficult and when all of us could use some help from others. In certain situations, special challenges may arise that call for outside professional assistance. Such challenges may be individual and private, or they may involve relationships with others, as in marital, family, work or social situations.

## WHAT ABOUT CONFIDENTIALITY??

A clinical record will be started after the intake appointment. All clinical records are kept in locked files. Northwoods Guidance Center strictly adheres to the laws protecting client confidentiality. Clinical records are only released by written consent, court order or other exceptions as outlined by the laws governing confidentiality. Clients should understand that with many insurance policies, the policyholder may already have signed a release of information that will permit us to send pertinent information to the insurance company to determine benefits.

Northwoods Guidance Center is an outpatient mental health clinic. The clinic is certified by the state of Wisconsin and operated by the Human Services Board for Forest, Vilas & Oneida counties. The staff is committed to providing quality services. Services are provided by licensed clinical psychotherapists who have interest, knowledge and experience in individual, group, marital, and family psychotherapy for persons of all ages. Psychiatrists are available for medication evaluation and supervision. A copy of the "Statement of Clients' Rights and Access to Grievance Procedure" will be provided at the first visit. A confidential client satisfaction survey will be sent for completion when therapy services are concluded.



## WHO IS ELIGIBLE FOR SERVICES??

Any resident of Forest, Oneida or Vilas county is eligible regardless of income. [Please note: Some insurance companies or HMO's may limit where individuals receive services.]

## WHAT ABOUT COSTS/FEES??

Prior to the first appointment, the person who is financially responsible for the account will meet with a Billing Department representative to review all pertinent information related to the payment of services at Northwoods Guidance Center. If there is no insurance or Medical Assistance coverage, the fee for service is based on income and the number of dependents in the family. If applicable, we will bill insurance, Medical Assistance or Medicare. [Insurance coverage for mental health varies. The insured is responsible for knowing the requirements of their insurance coverage.] Monthly payments on personal account balances are expected. Account questions and concerns can be addressed with our Billing Department. An established fee is charged for No-Show and Late-Cancellation of scheduled appointments. Information regarding these charges is provided when scheduling an intake appointment and again at the time of the intake appointment.