

Welcome to Virtual Care at Eating Recovery Center and Pathlight Mood & Anxiety Center

On behalf of everyone at Eating Recovery Center and Pathlight Mood & Anxiety Center, we would like to welcome you to our virtual program. We are pleased to be able to offer you the excellent care that many have come to know us for from the safety of your own home.

Our virtual IOP program is the exact same program that we have offered in our centers for many years. Our virtual IOP began in 2016 and our virtual IOP for Eating Disorders went through an IRB-approved rigorous research study. Our findings indicate that virtual IOP is effective in treating eating disorders. Furthermore, 100% of our patients felt connected to their peers and providers. Ninety-eight percent of patients agreed that they were able to utilize videoconference technology effectively and that staff created a recovery focused environment. Ninety-six percent of patients believe that after discharge from their virtual program, they intend to put the skills they learned into practice and that treatment has increased their chances of improving their help.

We are pleased that you've chosen to seek care in our virtual programs, and our hope for you is that you lean in to gain the most from your treatment over a virtual platform. The materials in this packet will provide guidance as you begin your treatment and answer any questions that you might have. Here are a couple of tips from alumni of virtual programs to new patients: First, if you're used to in-person treatment, give it a week until you adapt and become fully comfortable with this platform because after that it will become natural and comfortable. Second, if you're in an eating disorders program, take full advantage of the Recovery Record app and record all of your meals, behaviors, and moods regularly.

Our hope is that you engage in these programs with optimism and determination to improve your overall mental health. Our team will be right there with you the entire time. Please read through the packet and let your treatment team know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Casey N Tallent, Ph.D.".

Casey N Tallent, Ph.D.
Director of Collegiate and
Telebehavioral Health Initiatives

A handwritten signature in black ink that reads "Anne O'Melia".

Anne O'Melia, MS, MD, FAAP,
CEDS-5 Chief Medical Officer and
Chief Clinical Officer

Now Admitting Patients for Virtual IOP and PHP

Same Quality Care with the Added Benefits of Flexibility and Convenience



Eating
Recovery
Center



Pathlight
Mood &
Anxiety
Center



We are proud to be a leading provider of mental health treatment nationwide as well as long-standing experts in telebehavioral health in both primary Mood and Anxiety Disorders and Eating Disorders.

More than 400 Eating Recovery Center and Pathlight Mood & Anxiety Center IOP patients are now benefiting from our long-standing Virtual IOP programs, which include treatment for Mood and Anxiety Disorders and Eating Disorders such as Anorexia, Bulimia, ARFID and Binge Eating Disorder. Our expertise in providing virtual care is extensive, having provided in-network, Joint Commission accredited Virtual IOP Programs for the past three years.

For all our virtual treatment programs, including IOP and PHP, we are scheduling assessments and admitting new patients for both primary Mood and Anxiety Disorders and Eating Disorders.

- **Virtual IOP:** Residents of more than 30 states are NOW being directly admitted into Virtual IOP, covering more than 75% of US commercially covered lives. New states will be added as regulations change.
- **Virtual PHP:** Medically and clinically-approved new and existing patients are now being directly admitted into our Virtual PHP programming.

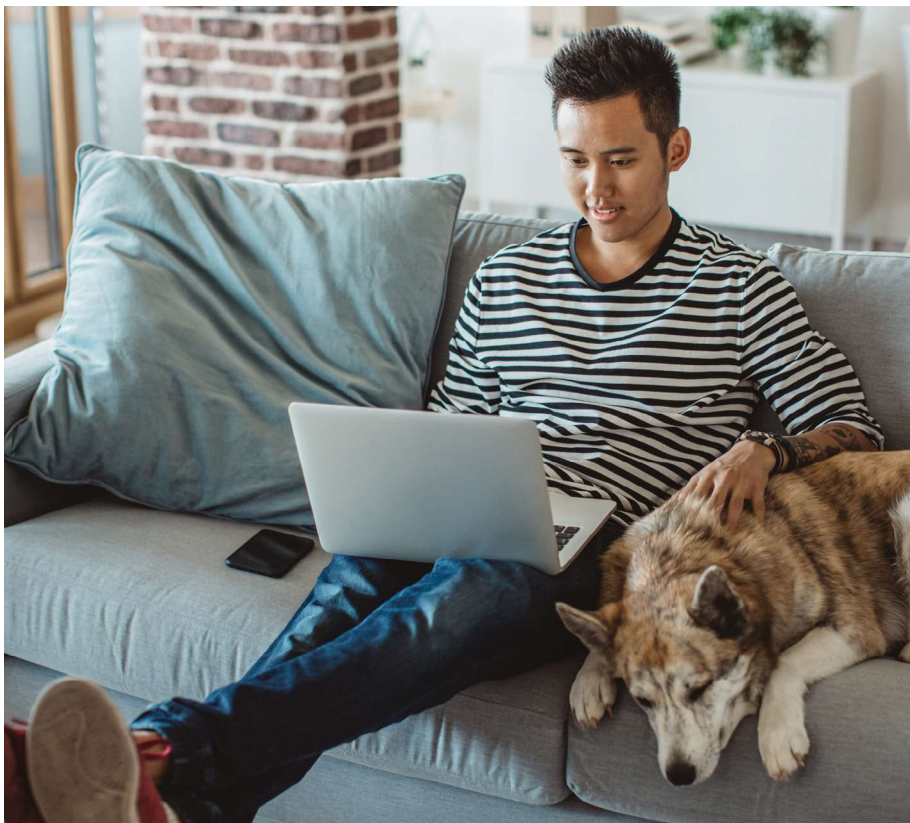


WHAT PATIENTS HAVE SAID:

"[The virtual intensive outpatient program] is very helpful, especially for those who cannot travel to treatment or want to disrupt their lives as little as possible."

"Even though we are in different places it still feels like we are together."

Please call our intake team at **1-877-825-8584** to consult with one of our caring, experienced master's-level clinicians for eligibility and to schedule an assessment.



You'll receive the same evidence-based treatment we deliver on site at our centers of excellence.

- Our virtual services are supervised by our team of licensed, renowned professionals with extensive training in telebehavioral health ethics and delivery
- Maintain treatment momentum from the convenience of your own home with a computer and internet connection
- Just like in our facility, you'll receive small group sessions that allow for connection to peers and practice your skills in a supportive setting
- Secure, encrypted software ensures therapy sessions are confidential and HIPAA compliant

**OUR VIRTUAL IOP
PATIENTS GIVE OUR
PROGRAM TOP REVIEWS**

100%

felt connected to facilitators
and group members

97%

feel treatment has increased
their chances of improving
their health

98%

agreed they were able to
utilize videoconferencing
technology effectively

98%

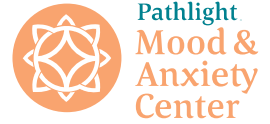
agreed that staff created
a recovery-focused
environment

Help is Just a Call Away

Whether you are a patient seeking care on site or from home, we are here for you. For all admissions, including our In-Person Partial Hospitalization (PHP), Virtual PHP, Virtual Intensive Outpatient (Virtual IOP) and Inpatient and Residential programs, patients can call **1-877-825-8584** now to schedule free, confidential assessments.

VIRTUAL CARE

Group Guidelines and Safety



Group Room Maintenance:

- No recording of group or individual sessions allowed.
- No cell phones or electronic devices in group unless specifically prescribed.
- You must be alone and in a private room and wearing earbuds or a headset.
Protect your confidentiality and that of your peers.
- You must be sitting up at a desk or table (no laying in bed) engaged with the group with a notebook and pen.
- All bathroom breaks must occur before group begins or during the 15 minute break.

Group Rules:

- Use "I" statements to speak in the first person.
- Refrain from speaking for others without their permission.
- Pay attention, be mindful, and listen actively. Refrain from distracting activities during group unless specifically prescribed.
- Confidentiality: what is said in group stays in group.
- Honesty and openness are key to your recovery.

Patient Complaint/Grievance Procedure

All persons treated at or admitted to Eating Recovery Center and Pathlight Mood & Anxiety Center shall have access to information explaining how to file a complaint or grievance about how they or another patient was treated and they have access to materials sufficient to file a complaint with the facility Patient Advocate, state agency, or the Joint Commission.

A complaint or grievance may be addressed to any staff member, either verbally or in writing. Staff receiving a complaint shall record the complaint on an incident report form and deliver or convey the complaint to the Patient Advocate:

Patient Advocate Contact email: patientadvocate@eatingrecoverycenter.com

- The Patient Advocate shall investigate the complaint sufficiently to determine its validity and cause.
- On a timely basis but in no case more than one month after the filing of a complaint, the Patient Advocate shall inform the person filing the complaint or grievance of investigational findings and follow-up actions if any.
- Findings of such investigations shall be recorded in a patient grievance log which shall be reviewed monthly by the facility's Quality Committee.

State and County Contact Information:

- Contact THE JOINT COMMISSION at www.jointcommission.org using the Report a Patient Safety Event link in the Action Center on the home page, or by FAX to 630-792-5636, or by mail to: Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.
- Contact the CARF (For Maryland) at www.carf.org by phone 866-510-2273; FAX to 520-318-1129, or by mail: CARF, 6951 East Southpoint Road Tuscon, AZ 85756.

Please click on link below to view individual State grievance contact information:

<https://www.eatingrecoverycenter.com/virtualcare/states>