



Mental Health Service Expectations

Knowing what to expect from mental health services can make the services more helpful. We hope that this guide gives you useful information. Please ask us any questions that you have, at any time.

How Mental Health Services Work

We used to think that just talking to a therapist leads to change. We now know that many of the most effective mental health services are like having a specialized coach who knows well-researched strategies to improve our emotions, behaviors, communication, or relationships. Depending on what your goal is, you will learn strategies and practice them between sessions. The services are often completed in about six to nine months.

Participation is Crucial

The more regularly that you attend and actively participate, the more effective the services can be. We strive to offer regularly scheduled appointments to help you meet your mental health goal. We can give a note to excuse you from school or work.

If an appointment needs to be cancelled, it must be cancelled at least 24 hours ahead of time. For a Monday appointment, please cancel by 5:00 p.m. on Friday. This gives us the opportunity to schedule someone else at that time who needs to be seen. If you are 15 minutes late for an appointment it may be considered a missed appointment.

River Oak may close all services if there have been 3 missed appointments without calling to cancel at least 24 hours prior to the appointment. If the services close, you will be welcome to come back to River Oak in the future, by calling the Sacramento County Mental Health Access Team for a referral.

We Want to Hear from You

We want to make the services meaningful and beneficial to you.

We can help the most when you tell us what is best for you and your family. We want to know how things are going and what has changed since your last session. We want to know whether the services are helping you meet your mental health goal. We welcome you to ask the reasons for anything that we recommend or do. We welcome you to tell us if our recommendations do not fit for you. We welcome you to let us know about any concerns that you have. We welcome you to call your staff's manager and discuss any issues with them. We recognize that you have many priorities. We welcome you to tell us if you have decided to end the services.

Practice is Important

The more that you practice the strategies that you learn in services, the better. If it's difficult to try the strategies between sessions, talk with your staff and get more ideas from us about ways to practice between sessions.

Urgent Communication

If you have medical concerns please contact your physician. If you have matters to talk with your River Oak staff about, please call us during office hours (Monday – Friday, 8:30 am – 5:00 pm). If the child/youth has an urgent mental health situation outside of office hours, please see your safety plan and the phone numbers listed on it, including the after-hours on-call service.