

RIVERSIDE RECOVERY



Frequently Asked Questions

1. Who should we, as family members, call if we have any questions about our loved one's treatment while at Riverside Recovery? *Depending on the subject, please refer to the contact information below:*

Therapy - Family (with a valid Release of Information on file) may call their loved one's primary therapist or the assigned family therapist. Please allow up to 24 hours for a return phone call, as the clinical team has groups and individual sessions scheduled throughout the day.

To reach our Family Program team, please use the email address below:

Email Address: family@rrtampa.com

Financial - For any finance or billing questions, please contact the Patient Billing Department at the phone number or email address provided below:

Office Phone: (813) 296-8309

Email Address: billing@rrtampa.com

Should you have any questions regarding Insurance or Utilization Review, please contact your insurance provider directly.

Admissions - For any questions regarding admitting or readmitting into any program at Riverside Recovery, please call the 24/7 phone number or email address provided below:

24/7 Admissions Line: (813) 575-4141

Email Address: admissions@rrtampa.com

Main Number/Front Desk - Our Receptionist is available during normal business hours to route calls and take messages, Monday through Friday, 8:30 AM - 5:30 PM.

Main Line: (813) 296-8300

Email Address: info@rrtampa.com

2. How do we make the best use of recovery while a loved one is receiving treatment at Riverside Recovery?

Recovery is a unique and individual experience for each client and each family member. The Family Program at Riverside Recovery is designed to help the family member navigate through this process. We highly recommend attending family support group sessions, both at Riverside Recovery and in the recovery community, Al-Anon and Nar-Anon Meetings for instance.

3. How do we schedule any individual family therapy sessions?

Riverside Recovery's Family Program includes two (2) 50-minute family therapy sessions for inpatient

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treatment programs, one (1) 50-minute family therapy session is included for outpatient treatment programs. However, you can always request more sessions for an additional fee (please speak with your therapist regarding scheduling additional sessions).

Your loved one, the client's primary therapist, and designated family therapist will schedule the first family therapy session during the initial point of contact. You can expect that to occur two weeks from the admit date. The scheduling of this session is determined by best practices and clinical appropriateness.

****If your loved one has revoked the ROI (which is the release that allows us to speak with you regarding the client), then the sessions listed above will be available for you alone. Additional information regarding ROI's is available below.***

4. What is The Family Weekend, and how do we sign up?

This is a three (3) day workshop, occurring once or twice a month at Riverside Recovery. The event takes place on the weekend, Friday-Sunday. We strongly believe this workshop is a monumental event in reuniting families in recovery through the healing process.

Your family therapist will reach out with additional information regarding the workshop and how to sign up. Please don't hesitate to reach out to Bianca Hollon,, Family Therapist, if you have any questions or are interested in signing up.

*Bianca Hollon's contact information: (813) 296-8283
btalarico@rrtampa.com*

5. How do I participate in the Family Support Groups?

Upon your family members admission, you will be contacted within 48 hours by a representative of Riverside Recovery's Family Program. This call is to make initial contact, share resources, and establish rapport.

In addition, information about family support groups on Wednesday evenings will be presented. At that point, we would ask you to provide your preferred email address to be contacted with. The email address will be used to send out information regarding our family program as well as invites to you or other family members to our Family Support Groups that we provide via Zoom's Telehealth Platform.

*Wednesday evening: 5:30 PM - 7:00 PM (via Zoom)
Sunday morning: 10:30 AM - 12:00 PM (in person)*

We strongly encourage as much family participation as possible.

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*In order to participate in the Family Support Groups, we ask that you read and sign **Riverside Recovery's Informed Consent for Telehealth Services form**. This will be given to you by your family therapist. This form ensures confidentiality and HIPAA compliance. Once the form is completed, you will be invited to join one of the two scheduled sessions. You may participate in one group per week, however we encourage participation in both groups.*

6. What is an ROI?

ROI stands for Release of Information. It is a consent form that allows for protection of the client and the provider in releasing protected health information (PHI). It allows the client to decide what information they would like to be released from their medical record, and who they would like the information released to.

ROI's can be signed at any point during treatment, it can also be revoked at any time at the discretion of the client. If an ROI is revoked or is not present and signed in the client's file, there is very little information any Riverside Recovery employee will be able to share with you regarding a client or their presence in treatment. We will not be able to confirm or deny a client's presence in our facility, nor will we be able to disclose that the ROI has been revoked or does not exist.

7. What if I do not have an ROI on file? Are there any resources or options available to me?

If you do not have an ROI on file, but you feel you have important information that may impact the client's treatment, you may call the therapist and leave a message, or email the information to the therapist. They will not be able to disclose any details regarding the client's presence or progress in treatment, but they may acknowledge the receipt of the information.

If you would like additional information and resources, please refer to our "Resource for Families" handout for recommendations on literature and meetings, and more.

Please refer to our "Marchman Act Information" handout for more information on Marchman Act.