



PRACTICE POLICIES AND TIPS FOR PARENTS

At SynerGenius Telepresence, we understand that, as a parent, there is nothing worse than seeing our children in pain, no matter how old they are. We also believe strongly in a whole-person approach to mental health, which means incorporating your son or daughter's home environment and social support system in to the treatment plan, as much as possible. We highly value the input and support offered by their family, friends, and social network, and so we encourage loved ones' involvement, as much as is desired by the primary patient.

We, of course, have to balance those important factors with your son or daughter's need for trust and support from their psychiatrist. To help that balance succeed, and to help you support your loved one's recovery, we would like to share with you the following practice policies and tips for navigating this potentially-complicated situation with your adult child.

1. All adult patients must call/email to schedule their own appointments. We believe this shows respect and trust in their skills and abilities. Also, it is vital for your son or daughter to be motivated to get well for our efforts to succeed, and their willingness to engage in these sorts of activities is a very accurate measure of how invested they really are in getting help.
2. Our primary alliance has to be with your son or daughter if we are to work effectively together. Especially for people prone to paranoia or trust issues, it's vital that they feel connected to their doctor, and any appearance of our "colluding" with their parents or significant others would be damaging to the treatment relationship. For this reason, we will not meet with you without your son or daughter present. Also, once a treatment relationship has been established, any email communication from you needs to CC your son or daughter, and we will CC them on any reply, to ensure there are no miscommunications. We will also provide them with a verbal summary of any telephone conversations that occur between visits.
3. Your son or daughter must sign a release form for us to be allowed to talk to you. However, please be aware that we can always receive information from you, regardless of whether we have a release – just leave a message or send an email. Of course, as above, we will not be able to respond to such messages without permission. The above statement notwithstanding, we are allowed to speak to you if it is a true emergency (if life or safety of your son or daughter or others is at imminent risk), so please do reach out if you have a safety concern. If such a situation arises and you cannot reach us immediately, please call 911 or take your son or daughter to the nearest emergency room.





Tips And Resources:

An accepting, empathic approach can be one of the most vital ingredient in supporting someone in their recovery, even (or especially) if that someone has done things or made decisions we disagree with. I strongly recommend learning about Compassionate Communication (a.k.a. NonViolent Communication or NVC) as an incredibly useful tool in building, or re-building, the relationship between you and your son or daughter.

- This book is an excellent introduction to this technique:
http://www.goodreads.com/book/show/71730.Nonviolent_Communication
- The main organization for NVC worldwide: <http://www.cnvc.org/>
- Further training is available through NVC Academy here: <http://nvctraining.com/>
 - Their site includes many free resources, including webinar/teleclass recordings.
- Other recommended organizations:
 - <http://baynvc.org/> (Bay Area, or teleclasses offered through above site)
 - <http://workingharmony.com/> (leadership and workplace focused)

The National Alliance on Mental Illness (NAMI) is the largest grassroots mental health organization in the U.S., and offers great support and resources for those affected by mental illness.

- Meetings can be found in almost every town across the country
- Their Family to Family program offers amazing support for family members who need advice and guidance on how to best help their loved one
- More information here: <https://www.nami.org/Find-Support/NAMI-Programs>