

CLIENT WELCOME PACKET



THE M.A.D. THERAPY
Making A Difference

www.themadtherapy.com

Welcome!

We're all a little mad, aren't we? We are MAD about therapy. The mission of The M.A.D. Therapy is to create a safe place to explore difficult topics, lead authentic lives and make changes to get there by providing culturally competent, quality and ethical mental health services.

The M.A.D. Therapy was founded in 2018 by a therapist wanting to Make A Difference by advocating for more mental health awareness and providing mental health services in the Quad Cities and surrounding areas.

The purpose of The M.A.D. Therapy is to continue sharing this and other therapists' passion and knowledge with people everywhere. Together we will explore the difficult topics that make us unique, complicated and lovable beings.

So come, grow, learn and explore; perhaps The M.A.D. Therapy will ignite your own passions and make you a little mad as well.

Sincerely,

The M.A.D. Therapy Team



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Services Offered



Individual Therapy

We work with individuals to make sense of life stressors, navigate emotional distress, heal from abuse, & more. Making a Difference in your life has never been more possible.



Kids

Through therapeutic play, your child can learn to problem solve, regulate emotions, communicate & connect with others effectively,



Couples Therapy

Communication, connection, & intimacy are things most couples will struggle with at some point. We're here to help you navigate the challenges together.



Family Therapy

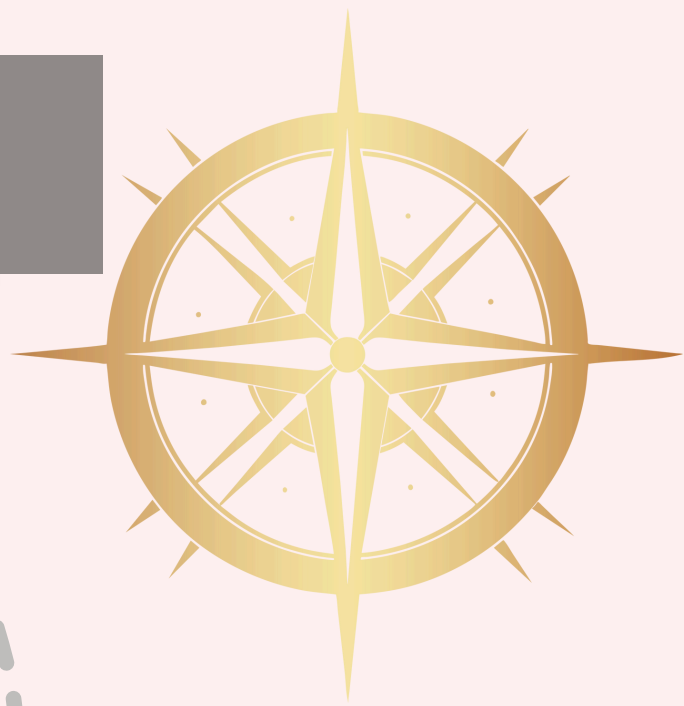
Family dynamics are complicated. Learning to coparent, blending families, healing familial wounds, & best supporting your family are a priority. We're here to help you navigate the complexity together.



Safe Space

The M.A.D Therapy provides inclusive and affirmative care.

Therapy Roadmap



Contact
The M.A.D Therapy

Get Matched with
a provider

Register for your
client portal

Complete intake forms

Arrive to your first therapy
appointment!

Things to Know When Starting at The M.A.D. Therapy

- If there is an emergency, you are advised to call 911 or visit your nearest emergency department.
- We may have a waitlist and demand for therapy services are high. If you miss 3 appointments, you may be discharged from services with your therapist.
- If you are more than 15 minutes late for your session, your session may be cancelled, and it will be your responsibility to reschedule by contacting your therapist.
- There may be additional fees for 1) canceling an appointment with less than 24 hour notice and for 2) not showing up to a scheduled appointment and not contact your therapist in advance to inform them that you would not be attending. Please be sure to inform your therapist 24+ hours before your appointment if you need to cancel or reschedule.
- Please inform your therapist of all the medical professionals you see. When you are starting therapy, your therapist will assume and expect that they are the only therapist that you or your child is seeing for individual therapy. If you are seeing another provider for mental health or relational concerns (e.g., couples therapy, family therapy, psychiatrist, group therapy, etc.), please inform your therapist asap. The reason why this is important is to 1) ensure that everyone you are working with knows about the others so they can work effectively as a team and 2) make sure everyone follows insurance regulation and requirements regarding multiple providers. Insurance may not cover services for multiple providers and, if they do, there are strict regulations around how this is mandated to be done.

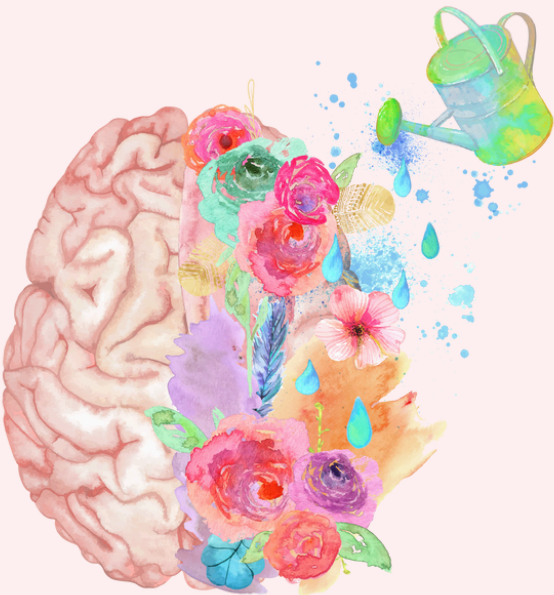
- We do accept some insurance and bill your insurance as a courtesy to you. Ultimately, it is your responsibility to be aware of the status and coverage of your insurance.
- Most of the therapists at The M.A.D. Therapy work and live in the Quad Cities area. If you see them out and about, do not feel obligated to say hello. We are required by our ethics board to NEVER approach you in public. If you see your therapist, feel free to smile, wave, or say hello and they will reciprocate, but if you pretend you don't know them that's perfectly fine too! We never want anyone to think we're being rude by not saying hello to them, but we don't want to make you feel uncomfortable either. In addition, please know that your therapist will never discuss therapy or anything regarding your services in public, as this would not be the appropriate time or place to do so.
- If your child is receiving services, your therapist may require parent participation. Sometimes they may ask you to attend or sit in on the session. Other times, they will ask that you read an article or book, watch a video, or try something that they recommend. Anything your therapist recommends is not a guarantee that it will work as we are trying new things to see what will work!
- Our ethics code does not approve of dual relationships meaning a relationship outside of the therapeutic setting, including social media. Additionally, any engagement on therapists' professional websites and social media platforms are not required to obtain therapy services and do not impact the quality of therapy services you will receive. Please understand that should you decide to comment, like or share on social media, vote on Locals Love Us, or leave a google review you may be breaching your confidentiality.

Please let us know if you have any questions regarding this information!

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Contact Info

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The M.A.D. Therapy

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