



CET

Guardian Handbook

Table of Contents

Welcome	4
Locations	4
Boston Office	4
Waltham Office	4
Clinic Hours.....	4
Guardian On-Site Policy.....	5
Telehealth Procedures	5
Services Offered.....	5
Intake Assessment & Diagnostic Report.....	5
TF-CBT	6
PCIT	6
BPT	6
MATCH-ADTC	6
Treatment & Session Information.....	7
Session Length & Frequency	7
Home Practice.....	7
CHART	7
Care Coordination	7
How to Use the Patient Portal	8
Procedure for Clients Turning 18 in Treatment.....	8
Providing Feedback.....	8
Satisfaction Surveys	8
Mid-Treatment Feedback	9
Research & Data Policies	9
Payment & Insurance Policies.....	9
Requesting Receipts for Services	10
Cancellation Policy.....	10
No-Show Policy.....	10
Fees for Court Appearances.....	11
Consent Agreements.....	11

Confidentiality Expectations & Mandated Reporting.....11
Requesting Records.....11
Client Rights & Responsibilities13
Client, Family, & Visitor Code of Conduct.....13
How to File a Complaint/Grievance14
Wellness, Recovery, & Resilience Resources15

Welcome to the Center for Effective Therapy (CET)!

We know that beginning treatment with a clinician can be overwhelming, and you may have a lot of questions. We are here to help guide you and be a resource for you in your time with us. In this handbook, we have provided a range of information about our services, what to expect, our policies and procedures, how to contact us, and more. Your clinician can answer many questions for you, and if they do not know an answer, they can find the right person to help. If you have any questions or concerns throughout your time with us, please do not hesitate to reach out!

Locations

Boston Office

Address: 53 Parker Hill Avenue, Boston, MA 02120

Phone: (617) 278-4288

Fax: 781-304-8405

The parking lot is located on site at the address above in front of the building. Space may be limited so please give us a call if you have an issue finding a spot and we can help. Once you arrive at the Center, please tell the receptionist that you are here for an appointment with the outpatient clinic, and they will send you up to the 4th floor right away. Once you exit the elevator on the fourth floor, you will see the front desk and waiting room area straight ahead.

Waltham Office

Address: 746 South Street, Waltham, MA 02453

Phone: (617) 278-5300

Fax: 781-304-8405

The parking lot is located on site at the address above. You may park underneath the building, or at any open spots in the outside lot. Once you arrive at the Center, please check in with the receptionist on the first floor then proceed to the elevator. If there is no receptionist present, please use the call box outside to call up to the clinic and we will buzz you in. The outpatient clinic is located on the second floor. Once on the second floor, please press the call button on the wall to your right while facing the glass doors. This button will alert our front desk staff that you have arrived.

Clinic Hours

- Monday-Thursday, 9AM-7PM
- Friday, 9AM-5PM
- Our administrative team operates from 9AM-5PM, Monday-Friday.
- If you have a clinical emergency outside of our operating hours, please call 911 or go to your nearest emergency room.

Guardian On Site Policy

For all clients under the age of 18, we require a designated guardian to be on site at the time of in-person sessions to ensure adequate supervision and safety.

Telehealth Procedures

Telehealth Location Requirements

To receive telehealth services from the CET, all session participants must be located within the state of Massachusetts due to licensing restrictions. A caregiver or guardian must be present and accessible during telehealth visits in the event that a clinician needs to check in and/or discuss safety concerns. You will need to be in a safe and stationary location (i.e., not in a moving vehicle) where your attention can be focused on the session material. You will also need to have access to a device with audio and video capabilities. If something goes wrong with technology (such as a computer crash or internet outage), your clinician may be able to pivot to a telephone-based session, but this cannot be the plan on a routine basis.

If you will be out of the state at the time of your appointment, please let your clinician know and they will work with you to reschedule the appointment. Additionally, our clinicians are only able to conduct telehealth via HIPAA compliant Zoom video conferencing. We do not conduct phone psychotherapy sessions.

Please take care to access your therapy session from a private space to ensure that you are able to meaningfully engage in treatment away from distractions.

Services Offered at the Center for Effective Therapy

All of the services offered at CET are short-term, skills-based treatments that teach you and your child the skills to address symptoms impacting your daily life. The average length of treatment is about 6 months but can be shorter or longer as every course of treatment is unique. Each session will focus on one or more skills or strategies that research has shown to be effective in improving the challenges that brought you and your child to treatment. Compared to a talk therapy approach, your clinician will use a more directive style, focused on building new skills, getting confident and proficient with these skills, and troubleshooting to make sure these skills are effective for you and/or your child.

Intake Assessment and Diagnostic Report

Our intake assessment includes a semi-structured interview with primary caregiver(s) and the child. Along with the interview, participating parties will also be completing an age-specific set of diagnostic questionnaires. The clinical data from the interviews and questionnaires will be presented to you in a diagnostic report that you will receive at the time of your feedback. This will include a summary of the intake information, treatment recommendations, and individualized resources.

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

TF-CBT is a widely used evidence-based treatment that has been evaluated and refined during the past 25 years to help children and adolescents ages 3 to 18 recover after trauma. TF-CBT is a structured, short-term treatment model that effectively improves a range of trauma-related outcomes in an average of 25 sessions with the child/adolescent and caregiver. TF-CBT improves the child's functioning and can improve the participating caregiver's personal distress about the child's traumatic experience, effective parenting skills, and supportive interactions with the child.

Parent-Child Interaction Therapy (PCIT)

PCIT has proved to be one of the strongest evidence-based practices for young children and their families. PCIT was originally developed for use with young children with disruptive behavior disorders, but it has since become the gold standard intervention for young children with ADHD. There are also effective adaptations for anxiety, trauma, selective mutism and other challenges related to parenting young children. Research continually shows significantly improved child behavior, regulation, and self-esteem, reduced parenting stress, and improved parent-child relationships through PCIT.

Behavioral Parent Training (BPT)

BPT is a program that helps caregivers learn ways to manage and improve their child's behavior. Using selective attention, BPT helps caregivers learn how to increase positive, prosocial behaviors using one-on-one time and praise while also reducing challenging behaviors using a consistent, predictable, and structured approach. Caregivers learn about the role of reinforcement in shaping and maintaining behaviors and learn how to create house rules, improve organization and routine, how to give clear instructions, and using consistent rewards and consequences to decrease negative behaviors and increase positive ones. While BPT is the frontline treatment for children and adolescents with disruptive behavior challenges and ADHD, it can also support individual therapy for children with anxiety, depression, and traumatic stress by strengthening the child-caregiver relationship and establishing a more consistently reinforcing home environment.

Modular Approach to Therapy for Children with Anxiety, Depression, Trauma, or Conduct Problems (MATCH-ADTC)

MATCH-ADTC is an evidence-based modular intervention that treats trauma, anxiety, depression, conduct/behavior problems, and ADHD. MATCH is used with children ages 6-18, and it is designed to address co-occurring problems, which is very common in childhood and adolescence. Clinicians trained in MATCH can treat over 80% of typical problems presented in outpatient clinics. MATCH provides children and their families with a way to better understand their challenges and tools to help manage their difficulties and improve their functioning.

Treatment and Session Information

Session Length and Frequency

Sessions are typically 45-50 minutes. They often start with a brief check-in on how things have been going and any big events, positives, or challenges over the past week. The majority of each session will focus on a specific skill.

Treatment works best if you are meeting consistently with your clinician, at least 3 weeks out of 4, and you are prioritizing practicing new skills at home. If you need to cancel or reschedule for any reason, please let your clinician know as soon as you can. We do charge a late cancellation fee equal to one hour of your hourly private pay rate for no-showed sessions or cancellations with less than one business days' notice, except in case of illness or emergency. Since we know that treatment works best when we meet consistently, your clinician will try to reschedule with you for another day if something comes up whenever possible, rather than cancel. In case something comes up with childcare (e.g., a child is home sick from school or there's a snow day), it can be helpful to think of a plan ahead of time so that you can still meet for session and keep your child moving forward in treatment.

Home Practice

Your child spends much more time *out* of the therapy session each week than they spend *in* the therapy session. For this reason, your clinician will work with you and your child to assign weekly home practice assignments to practice new skills in "real life." The more consistently home practice is completed, the more quickly you will see progress!

CHART

Throughout all services at CET, we use a progress monitoring system to track the effectiveness of our treatments. Each week, you and your child will receive a survey via email to complete at home. If you cannot complete it at home for any reason, our clinician can do it with you in session. We use these surveys to assess how well skills are working, where challenges are arising, and how we may need to adjust our approach to be more effective. We can send the survey to an email address, text message to your cell phone, or both, and it can come to one parent or both parents. The email will come from support@chartprogram.org. Consider whitelisting this email address to ensure you receive the survey link each week. Your clinician will review the survey data before each session to help with planning that session as well as treatment overall. The surveys help us to track your progress in treatment here, and to tailor our services specifically for your needs.

One of the cool things about all the treatments offered at the Center is that children and families who participate in these interventions get better faster and stay better longer. Our goal is to help you get back to doing the things you want to do by learning how to use and practice skills with increasing independence!

Care Coordination

Care coordination is when providers work together and share information about client care and recommendations, and it is often an important part of treatment for families working with us.

This includes healthcare providers such as therapists, physicians, specialty medical providers, school staff, and any other members of a client's care team. When providers have regular communication and coordinate care, clients' needs and preferences are communicated and all providers can support treatment goals, which can help clients make progress more quickly. When providers don't communicate effectively, the treatments recommended might conflict or become unmanageable for clients because there are so many different recommendations, which can lead to poorer health outcomes. Care coordination might look like teaching school staff how to use behavioral treatment strategies to support positive behavior in the classroom setting; speaking with your child's pediatrician or medication provider about medical needs, how they're responding to medication, and how we can support need areas like compliance; or teaching school staff about anxiety treatment and exposure practices, including how to facilitate exposures that may need to happen in school. Unfortunately, care coordination is not covered by most insurance plans. Therefore, care coordination calls are billed at a prorated percentage of your hourly fee (e.g., a 0-14 minute call is billed at 25% of your hourly rate, a 15-29 minute call is billed at 50% of your hourly rate, etc.).

How To Use the Patient Portal

Prior to your first appointment at the Center, you will be prompted to set up your patient portal account on AdvancedMD. The password and username you set up this first time will be the same one that you will log in with later, so please save this information. You can use the patient portal to view appointments, sign forms, communicate with your clinician, upload documents, and pay bills.

Below is the link to access the patient portal through our website:
<https://patientportal.advancedmd.com/148944/account/logon>

If you are having trouble logging in, please reach out to us at cet@bakercenter.org.

Procedure for Clients Turning 18 in Treatment

If a client turns 18 while in our care, or enters our care over the age of 18, the adult client will need to consent to their own treatment and we will need to get an Exchange of Information form signed by the client to be able to communicate with caregivers or doctors. The patient portal will be attached to the client's own email address, unless specified otherwise by the client.

Providing Feedback

Satisfaction Surveys

At the end of a course of treatment at CET, we will be sending out a satisfaction survey to request feedback on our services. The survey will be anonymous. Please complete the survey and be honest! We look at these surveys closely so that we can use feedback to improve our practices. Your opinion truly matters to us. The survey will come from CET@bakercenter.org.

Mid-Treatment Feedback

If you have feedback or suggestions to provide mid-treatment, please feel free to reach out to us over email at cet@bakercenter.org or complete the feedback form found here: [Your Experience at CET](#). If you would like to provide feedback in person, we have feedback boxes set up in both locations in the waiting room.

Research and Data Policies

The privacy of your health information is very important to us, and if you participate in a research study while at our Center, we will take great care to protect your right to privacy. We may use or disclose your health information for research purposes if a review board has determined that your privacy will be appropriately protected. If we conduct research and would like to consider you as a participant, we will provide you with a consent form where you can either give consent or decline to participate in the study.

If you choose to participate in a research study, we will take measures to ensure that your records and child's clinical services are kept private. To protect your privacy, we will use ID numbers instead of your and your child's name on all materials. In any sort of report that is published about a study, we will not include any information that will make it possible to identify a participant. Access to research records will be kept in a locked file, and access to records will be limited to the direct research staff. Data, without identifying information, may be shared with sponsors of the research study. We will not release any information that identifies you unless we are legally required to do so. If you tell us something that makes us believe that you or others have been or may be physically harmed or neglected, we may report that information to the appropriate agencies.

Your participation in any research study is voluntary. If you choose not to participate, it will not affect your child's treatment in any way. You are free to stop participating at any time, for any reason. There is no penalty or loss of benefit for not taking part or for stopping your participation.

Payment and Insurance Policies

To maintain fair and reasonable prices for high quality service, payment, co-pay and/or deductible is due at the time of treatment service.

Our standard policy is to keep a credit card on file for each client, and our billing team will assist in charging out for services the day after they occur. Payments may take up to a week to be processed and appear on any receipts.

If you have an insurance plan that we take, we encourage you to call them to verify your behavioral and mental health coverage. Some services may not be covered by your insurance. This may include charges for feedback reports, telephone or internet-based consultations or written correspondence with you, family members, past or current treatment providers, educational professionals, travel to school team meetings, etc. Every effort will be made to

notify you if such a charge is likely to occur. However, the exact charge can vary depending on the service provided. Your clinician will give you a cost estimate before rendering the service. You are responsible for any amount not covered by your insurance.

It is important to note that it is your responsibility to notify us if your health insurance changes. Please note that currently we can accept Blue Cross Ble Shield and Tufts Public Health plans. If you are unable to pay the amount owed in full, please contact the CET administration team to make alternate payment arrangements at 617-278-4288, or message us through the patient portal.

If we do not receive payments for two sessions in a row, our policy is to pause treatment until we have sorted out a payment plan. Our administrative team can help to arrange this.

Requesting Receipts for Services

We are happy to help provide itemized receipts for you, with information that insurance companies typically ask for when submitting for reimbursement. If you would like to request receipts for your services, please message us through the patient portal. In your message, please include the date(s) of services you would like a receipt for.

Cancellation Policy

Our clinic cancellation policy for regular appointments is 24 business hours in advance of therapy sessions and 72 business hours in advance of initial assessments. Please email or call your clinician or the front desk at cet@bakercenter.org to cancel your appointment before this window. If you cancel with less than 24 business hours, your cancellation fee is the cost of the session at your sliding scale rate (this can be higher than your usual copay or deductible if you are using insurance). Your individual sliding scale rates were communicated when you first completed your phone screen and completed an assessment. If you are unsure of your rates, please ask your clinician or the front desk team.

If you need to cancel for an emergency or illness, there is no late cancellation fee. Any other cancellation fees can be waived if your clinician reschedules your appointment within the same week.

No-Show Policy

If you are more than 15 minutes late or do not show up for your appointment without cancelling ahead of time, you will be charged the full cost of the appointment at your sliding scale rate. If you are running late, but still want to have a session, please call your clinician to let them know you are on your way.

Fees for Court Appearances

In the event that a Baker Center employee is subpoenaed to provide testimony in a court proceeding related to services provided to you or your family, Baker Center will charge for all of the employee's services relating to that subpoena and testimony, including, but not limited to: travel, reasonable expenditures (copies, parking, meals, and the like), time spent speaking with attorneys, reviewing records, subpoenas, and other documents, and otherwise preparing for the testimony, as well as the time spent waiting to testify and testifying. The rate for deposition and hearing testimony will be \$25 for 15 minutes with a minimum of 4 hours totaling \$400.

Consent Agreements

At the time of your intake assessment, you were provided with several consent forms via our online patient portal. Including but not limited to: Consent for Services, Zoom Policy and Consent, Consent for Recording and Observation, Financial Agreement, Notice of Privacy Practices and Acknowledgement of Receipt, Massachusetts Patient Bill of Rights, Email Policy and Consent, and Exchange of Information forms.

The consent forms that you signed at the time of your intake will apply throughout treatment. If you would like to review these forms, or rescind consent, please contact our administrative team at cet@bakercenter.org.

Confidentiality Expectations and Mandated Reporting

All staff at CET are mandated reporters. This means that we may disclose your information to the appropriate authorities if necessary to report suspected abuse, neglect, or domestic violence. We also may use or disclose your information when necessary to avert a serious threat to the health and safety of you, another person, or the public.

We may disclose your information if you are involved in a lawsuit or dispute in response to a court or administrative order.

At the start of your assessment and treatment, your clinician will discuss confidentiality and its limits with you and your child. We encourage you to have an open dialogue with your clinician about what will be kept private among family members and what you are open to sharing, as this will be different for each individual family in our care.

Requesting Records

The Records Management Policy at The Baker Center focuses on both maintaining and destroying records in accordance with statutory, regulatory, and accrediting standards. If you would like to have your records released, either to yourself or another individual/organization, please contact the administrative team at CET@bakercenter.org and request a records release form. We can send you the release form directly, or you can find in on our main website footer

under “Client Records.” You should return the form to us at CET@bakercenter.org and our administrative team will collaborate with your clinician and the Records Management Official at The Baker Center to gather the requested information.

Our standard records release includes the initial diagnostic report, initial treatment plan, subsequent treatment plans, and a treatment discharge summary which are viewable to you in the patient portal. In cases where guardians are separated, divorced, never married to each other, or in the process of separating or divorcing, we are not able to release records, even with consent from both guardians, without client privilege being waived by a judge. If client privilege is waived and appropriate legal documentation of such action is provided with the records request, we can release client records as outlined in the documentation. Requests for records received by court order or subpoena will be directed to legal counsel for The Baker Center and the responses will be prepared and implemented in accordance with legal guidance.

In general, every effort will be made to provide access to your record in a timely manner after receipt of the signed authorization form. This process may take up to 30 days, but we will do our best to make it shorter than that.

Frequently Asked Questions:

1. Am I able to access records for a family member?

If you are a legal representative or guardian for another family member, and can demonstrate legal proof of guardianship, you may request access to their records. Each family member of legal age wishing for a copy of their record needs to make that request individually.

2. Can I request records in person?

In general, no, records requests are not fulfilled in person. Please do not come to The Baker Center in person to request your records. After the initial request process, if you are interested in picking up a hard copy of your records in the office, we can arrange that. Otherwise, we will mail you your records or provide an electronic copy, depending on your preference. If you have any questions, please contact cet@bakercenter.org.

3. Why does it take so long to receive my records?

It can take a few weeks to receive the requested information if you were a client or student more than a few years ago, as the information has to be retrieved from our offsite secured facility.

4. Where can I find information on regulations pertaining to disclosure of protected health information?

Information on HIPAA is available on the HHS.gov website: <https://www.hhs.gov/hipaa/for-individuals/medical-records/index.html> and information on Massachusetts specific requirements is available on the Mass.gov website: <https://www.mass.gov/service-details/medical-records->

obligations and <https://www.mass.gov/info-details/massachusetts-law-about-student-records>.

Client Rights and Responsibilities

At CET, we are committed to ensuring all clients and their families are treated with respect and dignity as we strive to serve their needs and maintain well-being. If you ever have any questions or concerns about your treatment, your rights, and/or your responsibilities, please contact your clinician or the CET administrative team at CET@bakercenter.org and we will be happy to talk with you!

The Client Has the Right:

- To confidentiality of information to the extent of the law;
- To privacy within the capacity of the facility and the law when engaging in services;
- To freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect;
- To access information important to the client's decision making and their own records;
- To informed consent, refusal of consent, or withdrawal of consent regarding service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects if applicable;
- To referrals to legal entities for appropriate representation, self-help support services, and advocacy support services;
- To adherence to research guidelines and ethics when clients are involved, if applicable;
- To investigation and resolution of alleged infringement of rights listed.

For a full copy of the Massachusetts Patient Bill of Rights, under which your rights are also guaranteed, please visit:

<https://malegislature.gov/laws/generallaws/parti/titlexvi/chapter111/section70e>

The Client Has the Responsibility:

- To treat staff with respect;
- To provide as complete a medical history as possible;
- To request information or clarification when you do not fully understand health status or treatment;
- To provide payments for services at the time of session;
- To notify staff about any changes in insurance plan.

Client, Family, and Visitor Code of Conduct

At CET, we strive to create an environment where all clients, family members, visitors, and staff feel safe, supported, heard, and welcome. To do this, we train our staff extensively in evidence-based, person centered, culturally responsive, and trauma-informed practices so that they can provide you with the best possible care. As we expect staff to treat everyone with courtesy and respect and behave in ways to support a safe environment, we maintain the same expectation

for all clients, family members, and visitors. While at the CET or otherwise engaging in treatment, we ask that you abide by the following rules and expectations.

1. Treat staff and other clients and visitors with common courtesy and respect.
2. Do not bring any weapons into the clinic.
3. Do not bring any illegal or illicit substances into the clinic.
4. Do not engage in treatment under the influence of substances.
5. Do not smoke on clinic property.
6. If you are unhappy with your treatment and/or how you are being treated, please follow the “How to File a Complaint/Grievance” procedure as soon as you are able so that we can address your concerns.

How to File a Complaint/Grievance

Clients receiving services at CET have the right to file a complaint if they feel that their rights have been violated or if they wish to express dissatisfaction with the treatment they have received. The serious complaint process, in tandem with an orderly and fair hearing, assures the rights of clients are protected, and that management is monitoring the quality of the service. The person responsible for overseeing the investigation of serious complaints lodged against an employee or member of the professional staff is the Senior Director of Outpatient Clinical Services.

1. Whenever a client has a complaint, they should first speak with their primary clinician. If a satisfactory resolution of the complaint is not reached, it is the responsibility of the primary clinician to explain to the client the serious complaint process and to fill out the serious complaint form on behalf of the client.
2. In the event the client requests to speak with someone other than his or her primary clinician, the Senior Director of Outpatient Clinical Services fulfills that role.
3. The serious complaint form must be forwarded to the Senior Director of Outpatient Clinical Services within one day of the issue. In addition to a hearing with the complainant, the Senior Director of Outpatient Clinical Services will speak with staff and other parties as appropriate and undertake any other forms of investigation necessary before reaching a conclusion about the complaint.
4. The Senior Director of Outpatient Clinical Services must create a complaint file that includes the original serious complaint form, progress reports as the investigation is carried out, and the outcome of the investigation, including action taken if any.
5. The Senior Director of Outpatient Clinical Services shall respond to the client in writing within five working days from receipt of the complaint. If the Senior Director of Outpatient Clinical Services is notified that the issue is not resolved to the complainant’s satisfaction, the client may request that the complaint be forwarded to the Vice

President of Clinical Programs, Implementation, & Training. The Vice President of Clinical Programs, Implementation, & Training will review the complaint and respond within five working days. The Vice President of Clinical Programs, Implementation, & Training's decision is final.

Clients receiving services at CET also have the right to file a complaint with DPH, Division of Health Care Facility Licensure and Certification Complaint Unit. They can be reached at (617) 753-8150 or (800) 432-5540. The process to file a complaint with DPH and the complaint form can be found on their website: [File a complaint regarding a nursing home or other health care facility | Mass.gov](#).

To submit the complaint form:

Fax: (617) 753-8165

Mail: Division of Health Care Facility Licensure and Certification

Attn: Complaint Intake Unit

67 Forest St.

Marlborough, MA 01752

Wellness, Recovery, Resilience Resources for Children and Families

Mental Health Education Resources:

Child Mind Institute

<https://childmind.org/>

The National Child Traumatic Stress Network

<https://www.nctsn.org/>

Center on the Developing Child, Harvard University

<https://developingchild.harvard.edu/resourcetag/mental-health/>

Referral Resources:

LINK-KID: A Centralized Referral Services

<https://www.umassmed.edu/cttc/cttc-services/link-kid/>

William James College Interface

<https://interface.williamjames.edu/>

Massachusetts Behavioral Help Line

<https://www.masshelpline.com/>

Children's Behavioral Health Initiative (CBHI) Mass.gov

<https://www.mass.gov/childrens-behavioral-health-initiative-cbhi>

Health and Wellness Resources:

Your Healthiest Self: Wellness Toolkit

<https://www.nih.gov/health-information/your-healthiest-self-wellness-toolkits>

Nemours Teens Health

<https://kidshealth.org/en/teens>

American Academy of Pediatrics Parenting Website

<https://www.healthychildren.org/English/Pages/default.aspx>

LGBTQ+ Specific Resources:

Gay Lesbian and Straight Education Network

<https://www.glsen.org/>

PLFAG

<https://pflag.org/>

The Trevor Project

<https://www.thetrevorproject.org/>

Human Rights Campaign

<https://www.hrc.org/>

Safety Resources:

Internet Safety Tips

<https://health.clevelandclinic.org/internet-safety-for-kids>

Young Children: Safety in the Home & Community

<https://www.cdc.gov/parents/children/safety-in-the-home-and-community.html>

Additional referral resources are available upon request. Please contact your clinician, or the Center at cet@bakercenter.org.