



## 1 Admission Staff Contact

- Admission team will reach out to you.
- Add you to our system and set up your group and counselor preferences.
- Verify insurance coverage and payment options.
- Receive an email with Handbook and information about our program.
- Email a link to the client portal

## 2 Admission Appointment

- Conducted with your counselor.
- Assessment or update if necessary.
- Sign admission paperwork and releases of information.
- Overview of group norms.
- Discussion on what to expect in the upcoming sessions.

## CONTACT INFO

### Address

2031 Rowland Rd Mora  
MN 55051

### Phone Number

844-314-HOPE (4673)

### Fax Number

651-323-2558

### Outpatient Admission Specialist

**Rachel Stamper**

Phone: 320-465-1620

Email: Rachelstamper@recoveringhope.life



## Client Portal

Our Client Portal serves as a secure online hub exclusively for the swift and confidential signing and reviewing of essential clinical documents. It streamlines the documentation process, ensuring a seamless and secure exchange of crucial information between you and our team.

- Our admission staff will forward a registration link to your email for the client portal. Please be aware that the link is valid for 24 hours.
- During registration, you will be prompted to create a unique username and password.
- Using google chrome is the best option to access the client portal.
- For answers to commonly asked questions about the Client Portal, refer to our FAQ section [here](https://app.procentive.com/clientportal2/faq.html).

<https://app.procentive.com/clientportal2/faq.html>

- To access the Client Portal directly, click on the following link: [Client Portal](https://app.procentive.com/clientportal2/).

<https://app.procentive.com/clientportal2/>



## Zoom Instructions for Telehealth Sessions

### 1. Recurring Appointments:

- Receive and save the recurring Zoom link from our admission staff.

### 2. Individual Sessions:

- Get a personalized Zoom link from your counselor.

### 3. Joining Sessions:

- Click the link at the scheduled time; counselors will admit you.

### Tips:

- Test audio and video beforehand.
- Ensure a quiet and private space.

### Note:

- Watch for an infographic from our admission staff.
- Questions? Contact us anytime!

# MEET OUR OUTPATIENT TEAM!



**Danielle Oslin**  
Outpatient Counselor

## **Morning IOP + Mothers Group**

Monday – Thursday  
From 9:00am to 12:00pm



**Evie Nesbit**  
Outpatient Counselor

## **Morning In Person Group**

Monday – Thursday  
From 9:00am to 12:00pm



**Kalley Spitzengel**  
Outpatient Counselor

## **Morning Telehealth Group**

Monday – Thursday  
From 9:00am to 12:00pm



**Mac Plagens**  
Outpatient Counselor

## **Afternoon Telehealth Group**

Monday – Thursday  
From 1:00pm to 3:00pm



**Heidi Ostrowski**  
Outpatient Counselor

## **Evening Group**

Monday – Thursday  
From 5:00pm to 8:00pm

