

CLIENT HANDBOOK

(Outpatient Treatment Program)

LIVING HOPE SOUTHEAST, LLC

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WELCOME TO LIVING HOPE SOUTHEAST

Dear Client,

Welcome to Living Hope Southeast, LLC. Your therapist or case manager will be glad to answer any question or concern you may have regarding this handbook. Our team would like for your treatment experience with us to be a positive one!

This is a place where you can learn about yourself and how to get along with your family, peers, school, and community. The entire Living Hope team is available to you in hard times and good times. We nurture, support, guide, and accept you as an individual. You are encouraged to participate in family meetings, therapy, and treatment planning, to ensure your treatment needs are being met.

This handbook is provided to give you a basic understanding of the program rules and your rights and responsibilities.

Your Treatment Team:

Your therapist will be responsible for coordinating your care, treatment and services.

Your therapist's name is:

Your therapist's phone number is:

Sincerely,

The Living Hope Staff

Mission, Vision, and Philosophy:

Our mission is to provide compassionate healthcare through a therapeutic program of services in cooperation with our community while we minister to the physical, psychological, and spiritual needs of our clients. The vision of Living Hope Southeast is to “Heal the Brokenhearted” (Isaiah 61). The Living Hope program is designed to promote healing of the mind, body, and spirit of the person’s we serve and their significant relationships. The Living Hope treatment model is guided by the belief that human beings need hope to overcome mental illness. As a result, the approach that Living Hope has developed offers a state of the art, comprehensive outpatient treatment program that addresses the physical, psychological, sociological and spiritual needs of our clients.

Medical Records/Confidentiality:

As a client of Living Hope Southeast, you have the right to receive services in an environment that respects and protects your confidentiality in accordance with federal and state law. Your medical and counseling records will be protected and will not be released to anyone without your written consent or, as otherwise allowed by law. You have a number of more specific rights that pertain to the manner in which we will protect and maintain your records. Those rights are listed in our HIPAA **Notice of Privacy Practices**, a separate document that you were given upon admission. If you would like another copy of the notice or need additional information about the confidentiality of your records, you should ask your case manager, therapist or any other staff member.

Cost for medical records is fifty cents (.50) per page for the first twenty-five (25) pages and twenty-five cents (.25) for each additional page. A labor charge of fifteen dollars (\$15) will be added to each request for medical records plus postage to mail such request at postage cost. If records are in storage at another location, a fee of seventeen-fifty (\$17.50) will be charged for labor costs instead of fifteen (\$15) dollars. There is a \$35.00 charge for the completion of any forms relating to mental health status, disability, or FMLA claims.

Services Received:

The staff of Living Hope Southeast provides the following services, based on individual client needs:

- (1) Intake assessment
- (2) Individualized treatment planning and reviews
- (3) Case management services in local schools and private residences
- (4) Individual and group therapy
- (5) Psychological testing (as necessary)
- (6) Psychiatric evaluation and medication monitoring
- (7) Crisis intervention and on-call services 24 hours, 7 days a week

The combination of services you receive will be based on your needs and the specific recommendations of your physician and treatment team.

Requirements for Outpatient Behavioral Health Services:

Clients receiving OBHS services at Living Hope have met criteria to be eligible for Medicaid assistance and are deemed as medically necessary. Medicaid eligibility determinants are such things as income (individual or household), resources, and medical needs with charges exceeding one’s ability to pay, age or disability, current residency in Arkansas and other factors. Eligibility inquiries should be made to the local DHS County office in the individual's county of residence. Third party (Medicaid or insurance) payments may be denied based on the third-party payer’s policies or rules. Any services offered or provided that will cause the client to incur charges in addition to OBHS care will be discussed and payment arrangements will be documented. OBHS rules can be provided upon request. All Outpatient Behavioral Health Services providers must demonstrate the capacity to provide

effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.

Independent Assessment:

A standardized Independent Assessment will determine the level of service that a client is eligible to receive. A standardized Independent Assessment of the client is required to determine eligibility and need for Rehabilitative Level Services. Any client may refuse to participate in the standardized Independent Assessment when contacted, and refusal will be noted. If the client refuses to participate in the standardized Independent Assessment, they will not be eligible to receive Rehabilitative Level Services. The goal of the Independent Assessment is to determine the care, treatment, or services that will best meet the needs of the client initially and over time.

The Independent Assessment must be conducted annually, at least every 12 months, by an Independent Assessor in consultation with the client and anyone the client requests to participate in the standardized Independent Assessment. The standardized Independent Assessment will also take into consideration information obtained from behavioral health service providers that are providing services to the client.

A client must be referred to the Independent Assessment entity to evaluate whether the client meets the eligibility criteria for Rehabilitative Level Services or Intensive Level Services. The Independent Assessor will contact the client/guardian to be assessed within 48 hours of referral and will complete the face-to-face assessment within 14 calendar days.

Hours of Operation:

Normal hours of operation are Monday – Friday: 8:30 a.m. – 5:00 p.m.

After hours appointments may be made at the discretion of the therapist and staff to take into account school and work schedules. The Living Hope Southeast staff provides on-call service 24 hours a day, 7 days a week.

Access to Emergency Services:

The organization provides “24/7” access to emergency behavioral health services through an on-call staff member. The phone numbers for such services are (866) 544-5473 or (501) 663-5473. If you need emergency medical services, you should contact your local hospital’s emergency room or call 9-1-1 for emergency assistance.

Appointments:

If you need to schedule a routine appointment, please contact the Living Hope staff at (501) 663-5473. If you are unable to keep your scheduled appointment, please notify us as soon as possible. We will be happy to reschedule your appointment for a time that is more convenient for you. If you arrive 10 minutes after your scheduled appointment time you may be asked to reschedule your appointment.

Appointments missed or canceled with less than 24-hours’ notice will be charged a \$30.00 missed appointment fee. Repeated missed appointments (two or more) could result in suspension of mental health services or termination of health plan membership as well as a possibility of being placed on a waiting list for a future appointment. Appointments scheduled for any Court Case require a four-hour retainer fee at \$200.00 an hour prior to start of service. If you have any questions about the appointment scheduling process, please contact a staff member and we will glad to assist you.

Medical Care:

Your primary care physician will continue to attend to your medical and physical needs; Living Hope

Southeast does not provide primary medical care. Please be sure that your physician at Living Hope is aware of your current medical conditions, treatments and medications for chronic pain, communicable disease, glandular problems, weight control, headaches and other non-psychiatric medical problems. Please notify our staff if you are feeling ill or running a fever and we will be glad to help you reschedule your appointment. Our staff can assist you with referrals for any of these conditions.

Your Rights and Responsibilities:

As a client of Living Hope, you have a number of different rights that have been afforded to you by the federal government, the State of Arkansas, the management of Living Hope Southeast and the organization's national accrediting body. In summary, you have:

- The right to be shown personal dignity, respect and sensitivity regardless of your cultural, social, psychological, physical and spiritual needs, in an environment that preserves your dignity and contributes to positive self-image.
- The right to be involved in care and treatment decisions as well as involve family, select a surrogate (with Power of Attorney and legal responsibility document), or involve a consultant for outside opinion (at the client's expense) in decision about care, treatment, and/or services.
- The right to be free from physical abuse, including sexual abuse and physical punishment.
- The right to be free from psychological abuse including humiliating, threatening, and exploiting actions.
- The right to confidentiality, privacy and security during treatment visits.
- The right to receive information in an understandable manner appropriate to your condition, language and ability to understand.
- The right to access, request, and/or amend personal health information and obtain disclosures of health information (in accordance with LHSE policy and law/regulations), request an internal review of plan of care, treatment, or services and to be treated by a licensed professional and obtain from the physician/advance practice nurse and/or treatment team a current diagnosis, and to a planned treatment and expected prognosis in terms that can be understood.
- The right to be informed of clinic rules and regulations, voice concerns, ask questions and/or make complaints and receive an explanation of any bills as warranted.
- The right to discontinue services at any time.

As part of your orientation to Living Hope, the staff will discuss your rights and responsibilities with you and, will do so in a way that is clear and understandable to you. We will also discuss your rights with you at other times during your treatment to make sure that you clearly understand them.

A complete list of your rights is posted in each of our facilities. You may obtain a complete list of your rights by asking any employee of Living Hope Southeast.

We respectfully ask that you fulfill the following responsibilities as a client of LHSE:

- Keep all scheduled appointments or let us know in advance if you cannot keep an appointment.
- Show respect and consideration to those providing care and the support staff of LHSE.
- Provide accurate information about your situation and condition.
- Follow all rules, regulations, and policies of Living Hope Southeast.
- Accept consequences for your personal decisions and actions.
- Seek advice and assistance from your treatment team, as needed.
- Provide accurate financial information and uphold your financial obligations.
- Report any infections or medical conditions that present a risk of transmission to other clients and/or staff. This includes cancelling appointments on days that you have a fever of 100 degrees or more.

We Welcome Your Input:

You will have several important opportunities to provide input into your treatment and the services we provide. We will ask that you participate actively in the treatment and discharge planning processes as a way to help you meet all of your personal goals and objectives during treatment. Additionally, we will provide opportunities for you to give us feedback regarding your perceptions and satisfaction with our staff, facilities, programs and services. We welcome your input and feedback throughout your entire treatment experience as a way to improve the services we provide and, will ask that you comply with the guidelines in this handbook to ensure that you receive full benefit of the services we offer. We will always treat you with dignity and respect as you provide feedback to us and, respectfully ask that you treat us in the same manner.

Service Animal Policy:

Only specifically trained service animals are allowed on LHSE property. A "service animal" is defined as "dogs that are specifically trained to assist people with disabilities with the activities of normal living. The Americans with Disabilities Act (ADA) definition of service animals is any "dog individually trained to do work or perform tasks directly related to the individual's disability. A **pet** is a domestic animal kept for companionship and emotional comfort and does not qualify as a service animal under the Americans with Disabilities Act. **Pets are not permitted on any LHSE site.**

Responsibilities of the handler of a service animal include:

- A. The animal must be on a leash or a harness at all times. The only exception is if the client is unable due to a disability to use a leash or a harness.
- B. The client of the animal that is unruly or disruptive may be asked to remove the animal from LHSE site. If there is a situation where the improper behavior happens repeatedly, the client may be informed not to bring the animal into any LHSE site until the client takes significant steps to mitigate the behavior. Mitigation may include muzzling a barking animal or refresher training for both the animal and the client.
- C. If a service animal's behavior poses a direct threat to anyone on LHSE it may be excluded from the site for safety precautions
- D. The client of the animal is responsible for adequate grooming and hygiene of their animal, including the immediate removal of any animal waste product.

Service Animals and LHSE Staff:

- A. LHSE employees should not feed or pet the service animal/assistance animal to prevent distractions while the animal is working. Do not deliberately startle the animal.
- B. LHSE employees should not attempt to separate the client from his or her service animal.
- C. Service Animals/Assistance Animals are allowed to accompany the client at all times except where Service Animals/Assistance Animals are specifically prohibited. If you feel your rights have been violated in any way regarding a service animal, please follow the grievance procedure outlined below.

Environmental Safety Issues and Concerns:

Your physical safety is extremely important to us. For that reason, we may ask you to participate in health and safety "drills" from time to time so that you know how to react in the event of an actual emergency. We ask that you help us maintain a healthy and safe environment by reporting any safety concerns you have to your therapist or case manager or any other member of the Living Hope staff.

It is Living Hope Southeast's policy that abusive, violent, or threatening behavior towards staff or other clients will not be tolerated. Any item that may be used or construed as an object that might injure

another person is not allowed on the premise of LHSE and should not be brought to an appointment. Any violation of this policy may lead to dismissal from the LHSE services.

Prescribed Medication Use:

All medication(s) prescribed by Living Hope (LHSE) physicians are to be used strictly as prescribed. Some medications prescribed may have the risk of dependency or dangerous interaction with other medications. Most of these medications are strictly controlled under Arkansas law. Therefore, while receiving a prescription from an LHSE provider it is important to discuss all medicines/treatments being provided by other physicians.

It is LHSE's policy that if it is identified by the physician and/or treatment team that medications are being used in a manner not prescribed by the physician, or that unreported medications/recreational drugs are being used in addition to prescribed medications, the physician has the right to terminate medication related services in order to protect the client. During the course of treatment if you are prescribed a benzodiazepine you will be given the lowest dose possible to be effective and the medication will be gradually reduced and stopped within 6 months. If you are taking a benzodiazepine when you are admitted to the Living Hope program, the medication will also be gradually reduced and stopped within 6 months from the first prescription given. In some cases, LHSE physicians will need to continue these medications for the well-being of the client. These cases will be reviewed periodically by the Medical Director.

Medications will NOT be refilled for prescriptions lost or for medications stolen (even if police report on file). Nor will medications be refilled earlier than prescribed under any circumstances. The client is solely responsible for taking medications as prescribed and for keeping track of them.

Any client appearing for appointments inebriated or otherwise unable to interact with providers will have the appointment canceled; and continuing treatment will be reviewed.

Living Hope Southeast participates in the prescription, drug monitoring system, "Arkansas Prescription Monitoring Program," with the goal of enhancing client care and ensuring the legitimate use of controlled substances.

Grievances and Advocacy:

We encourage clients and their families to ask questions and bring any concerns about delivery of OBHS care, discrimination, or any other dissatisfaction with care to the attention of the staff. Our staff will work with you to informally resolve any concern you have at the lowest level and, without asking you to file a written grievance. However, if you cannot resolve a concern with your therapist, we have a formal grievance and appeal process that starts with your therapist. Your therapist can assist you in filing a formal grievance and will serve as your advocate throughout the grievance process. If you find it necessary to file a written grievance, we will make every attempt to resolve the grievance within three (3) days and, will provide an appropriate response to you. Most concerns can be handled at the program staff level but may be referred to the Grievance Officer (April Washington 501-663-5473) of Living Hope Southeast who will work in collaboration with the Administration that will be the final internal authority for the organization on all complaints and grievances.

In the event that we cannot resolve your problems, you have a right to file a grievance with the State of Arkansas (800-482-8982), Division of Behavioral Health Services (501-682-6003); Disability Rights Center (800-482-1174); and Adult Protective Service (800-482-8049); Child Protective Services (800-482-5964); or Joint Commission (800-994-6610). Living Hope Southeast's Grievance Officer will

assist you in filing a grievance and can provide additional information for each organization listed above. If you would like a copy of our complete policy on complaints and grievances, your therapist or case manager will provide that to you.

Seclusion and Restraint:

As a matter of policy, Living Hope does not practice seclusion or any form of restraint. However, the staff reserves the right to utilize emergency intervention procedures (including the use of physical “holds” by trained staff) until such time as emergency personnel arrive and, as a way to prevent a client harming self or others. Additionally, we reserve the right to utilize therapeutic “time outs” up to 30 minutes at a time in situations where we believe the time out would be beneficial for the client. If you have questions or concerns about the way the staff uses emergency intervention procedures or time outs, please let us know. We are happy to discuss those with you in detail at any time during your treatment.

Discharge from Treatment and Reconciliation of Medications:

Clients may be discharged from Living Hope at any time as a result of successful completion of treatment, non-compliance with the treatment plan including medication abuse, or missed and/or repeated cancellation of appointments.

At the time of discharge, you will be given a current list of reconciled medications. The list will be explained to you and with your permission, to your family or significant other.

Nondiscrimination Policy:

Living Hope Southeast provides services and does not and shall not discriminate because an individual is unable to pay, because payment for services will be made under Medicaid, Medicare, or the Children’s Health Insurance Program (CHIP), or based on race, color, ethnicity, gender, age, religious or cultural beliefs, national origin, financial status, sexual preference, gender identity, or disability. All Living Hope Southeast sites abide by these requirements.