

Client Handbook
Description of Outpatient Program
For
Living Hope Southeast, LLC

LIVING HOPE SOUTHEAST, LLC

REVISED
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WELCOME TO LIVING HOPE SOUTHEAST

Dear Client,

Welcome to Living Hope Southeast, LLC. Your therapist or Qualified Behavioral Health Provider (QBHP) will be glad to answer any question or concern you may have regarding this handbook. Our team would like 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 persons 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 was discussed with you upon admission. If you would like a copy of the notice or need additional information about the confidentiality of your records, you should ask your QBHP, 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 (\$15.00) will be added to each request for medical records plus postage to mail the records 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 (\$15.00) dollars.

There is a \$50.00 charge for the completion of any forms relating to mental health status, disability, or FMLA claims. Payment for Disability/FMLA form completion is due when the request is made.

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, seven (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 Arkansas DHS Counseling Services/Outpatient Behavioral Health Services

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 Counseling Services/OBHS care will be discussed and payment arrangements will be documented. All Counseling Services/OBHS 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. Clients receiving Counseling Services/OBHS services may also meet criteria to be certified as SED (Serious Emotional Disturbance) or SMI (Serious Mental Illness). Counseling Services/OBHS rules can be provided upon request.

Most Arkansas DHS Counseling Services/OBHS recipients require a Primary Care Provider to provide a 6-month referral to receive services from Living Hope. Our fax number for your PCP to send us a referral is 501-801-1816.

SMI

Adults with a serious mental illness are persons aged 18 and over who currently or at any time during the past year have had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within the DSM Manual. Substance Use Disorders or Developmental Disorders (including mental retardation and pervasive developmental disorders) are excluded from this definition unless they co-occur with another diagnosable serious mental illness. To meet the SMI criteria the disorder must result in functional impairment which meets certain criteria and causes substantial interference with or limiting one or more major life areas.

SED

Children with a serious emotional disturbance are persons from birth up to age eighteen (18) who currently or at any time during the past year have had a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet diagnostic criteria specified within the DSM Manual. Substance use disorders or developmental disorders (including mental retardation) are excluded unless they co-occur with another diagnosable serious emotional disturbance.

Arkansas DHS Counseling Services/OBHS 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 are not 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.

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.

Medication-Assisted Treatment Program Requirements

- (1) Admission into Living Hope Southeast's Medication-Assisted Treatment Program is based on

several criteria. Only clients ages 18 and older are considered for this program. Clients that receive services in this program must have symptoms that significantly interfere with their ability to function in at least one life area and are not currently a danger to themselves or others. Client must be able to participate in services and be physically and mentally capable of participating in recommended treatment activities. Clients must present with a DSM diagnosis and can reasonably be expected to respond to therapeutic interventions.

- (2) **Grounds for Discharge:** Any of the following will result in a treatment team decision of sanctions to include, but not limited to, behavior contracts and/or discharge from the program. Being under the influence of alcohol or drugs that are not prescribed by your health care provider, continuous non-compliance with program rules as evidenced by behavior reports and progress notes, physical violence (i.e., hitting, spalling, punching, pinching, shaking, pulling hair, etc.) or threatening / inappropriate behavior (verbal or physical) towards another client or staff member, use or possession of weapons, or use of illegal drugs or alcohol while in the program.

Substance Abuse Treatment Program

A mental health professional will meet with you and assess your substance abuse history to better assist with meeting your treatment needs. This meeting will be the basis for setting treatment goals and determine the services that will be provided for you. You and your therapist will discuss your needs and goals to develop a treatment plan. This plan outlines problems and the goals that you and the therapist set for the resolution of problem(s). Behavioral objectives will be set, and the interventions used in the treatment will be identified. A time frame for reaching goals will be established. The treatment plan is intended to guide the delivery of services that include individual and group therapy, family therapy, and supervised rehearsal of life skill behaviors.

Your progress in the development of positive behaviors will be documented in your confidential chart, and these reports will be used to help you understand improvements you have made as well as any deficits in your behavior(s). Accomplishment and sustained practice of improved behavior will result in advancement towards completion of the program. Failure to advance in behaviors designated on the treatment plan will be addressed with you by your therapist. All questions regarding your treatment plan should be directed to your therapist.

While in this substance abuse treatment program, you are expected to attend and actively participate in all scheduled individual and group meetings/activities. Sleeping during groups and activities is not allowed at any time during the program day. Restroom, smoking, and snack breaks should be taken between activities. No food or drinks, including candy, are allowed in any groups or activities.

Telehealth Services (if applicable)

During the Telehealth Service:

- a. Details of my medical history, including but not limited to medical documents, images, and tests will be discussed with other health professionals,
- b. Non-physician treatment team members may be allowed to participate in the service in order to facilitate the treatment process,
- c. Non-medical personnel may be present to assist in operating video conferencing equipment, and
- d. Video, audio, and/or photo recordings will not be taken during the procedure.

Release of Information Regarding Telehealth Services:

All existing laws regarding access and confidentiality protection to my medical information and copies of my medical records apply to telehealth services. Additionally, dissemination of any client-identifiable information from any telehealth interaction to researchers or other entities will not occur without my consent. I understand that I have the right to access all transmitted medical information in regard to this consent and no dissemination of images or information will be provided without further written consent as applicable to confidentiality laws.

Possible Risks/Consequences of Telehealth Appointments:

As with any medical procedure, there are potential risks/consequences associated with the use of telehealth. These risks/consequences include, but may not be limited to:

- a. In certain cases, information may not be sufficient to allow for medical decision making by the physician and consultant(s),
- b. Delays in medical evaluation and treatment could occur due to interruptions and/or failures of the equipment, and
- c. Notwithstanding best efforts to protect client information, security protocols could fail, causing a breach of privacy of personal information.

Telehealth Services Disputes:

I agree that any dispute arising from any telemedicine consult will be resolved in Arkansas and that Arkansas law shall apply to all disputes.

I have read and understand the information provided above regarding telehealth, have discussed it with my physician or such assistants as may be designated, and all of my questions have been answered to my satisfaction. I hereby give my informed consent for the use of telehealth in my medical care.

In the event I should use equipment belonging to LHSE for telehealth services, I understand I am responsible for logging out of any personal accounts and do not hold LHSE liable nor accountable in the event of my failure to log out on LHSE devices.

SERVICES AND TERMS

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 consider school and work schedules. The Living Hope Southeast staff provides on-call service 24 hours a day, seven (7) days a week.

Access to Emergency Services

Living Hope provides “24/7” access to emergency behavioral health services through an on-call staff member. The phone numbers for these 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 & Service Fee Terms

If you need to schedule a routine appointment, contact the Living Hope staff at (501) 663-5473. If you are unable to keep your scheduled appointment, notify us at least 24 hours prior to your appointment time. 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 an \$80.00 missed appointment fee. This \$80.00 fee must be paid before another appointment is scheduled. A fee of \$30.00 is imposed for any returned checks.

Repeated missed appointments (two or more) will result in suspension or termination of mental health services.

You must attend your prescriber medication management appointments to receive medication refills. No medication refills will be dispensed without being seen by a prescriber/doctor.

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.

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

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/prescriber 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.

Communicable Diseases

Communicable diseases include Sexually Transmitted Diseases (STDs), Influenza, HIV/AIDS, Hepatitis, Tuberculosis, COVID-19 and its variants, and others. Living Hope understands and values the importance of promoting health and quality of life for our clients. As a result, our staff is committed to help protect the public from the spread of communicable diseases. Individuals with suspected or confirmed communicable illnesses are encouraged to seek proper medical care. Screening and testing for many communicable diseases can be obtained through your local health department or through your primary care provider (PCP). To find your local health department, visit <http://healthy.arkansas.gov/health-units>. Choose the region you live in, and all local health departments with their city, phone number, and hours will display.

All testing is voluntary. Living Hope will provide a list of testing facilities upon request.

If you would like additional educational fact sheets about communicable diseases, request these from your QBHP or therapist.

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:

- (1) 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.
- (2) 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.
 - (3) The right to be free from physical abuse, including sexual abuse and physical punishment.
 - (4) The right to be free from psychological abuse including humiliating, threatening, and exploiting actions.
 - (5) The right to confidentiality, privacy, and security during treatment visits.
 - (6) The right to receive information in an understandable manner appropriate to your condition, language, and ability to understand.
 - (7) 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; to be treated by a licensed professional; to 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.
 - (8) 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.
 - (9) 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:

- (1) Keep all scheduled appointments or let us know in advance if you cannot keep an appointment.
- (2) Show respect and consideration to those providing care and all staff of LHSE.
- (3) Provide accurate information about your situation and condition.
- (4) Follow all rules, regulations, and policies of Living Hope Southeast.
- (5) Accept consequences for your personal decisions and actions.
- (6) Seek advice and assistance from your treatment team, as needed.
- (7) Provide accurate financial information and uphold your financial obligations.
- (8) 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.

Weapons Policy

Weapons are not allowed in any LHSE clinic. If you are in possession of a weapon while in the clinic for an LHSE appointment:

- (1) You will be escorted out of the clinic by a supervisor or administration.
- (2) Your appointment will be rescheduled.
- (3) If you refuse to leave the clinic, we will contact the police to escort you out of the building and off of the premises.

A weapon is anything that is designed or used for inflicting bodily harm or physical damage. This includes, but is not limited to, knives, guns, clubs, brass knuckles, and any similar items.

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:

- (1) 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.
- (2) The client with any animal that is unruly or disruptive may be asked to remove the animal from LHSE site. If there is a situation where 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.
- (3) If a service animal’s behavior poses a direct threat to anyone on LHSE, it may be excluded from the site for safety precautions.
- (4) The client with any 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:

- (1) 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.
- (2) LHSE employees should not attempt to separate the client from his or her service animal.
- (3) 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 QBHP 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 prescriber and/or treatment team that medications are being used in a manner not prescribed by the prescriber, or that unreported medications/recreational drugs are being used in addition to prescribed medications, the prescriber 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 prescribers 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 a police report is 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.

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 behavioral health or 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 (Krystle Cable 501-663-5473) of Living Hope Southeast who will work in collaboration with the LHSE Administration who will be the final internal authority for the organization on all complaints and grievances.

In the event that we cannot resolve your problem(s), 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); Adult Protective Services (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 QBHP 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.