



CENTERSTONE

Client Resource Guide

Our Mission:

We seek to prevent and cure mental illness and addiction.

Our Motto:

Everyone Matters

Welcome to Centerstone! We are devoted to helping you and others by giving you the best of care. We appreciate you giving us the chance to help. This resource guide is being provided to help you understand our services and learn general information that will give you an idea of what to expect. If you have any questions, please ask any staff member.

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Our Philosophy

The philosophy of Centerstone's outpatient clinic-based treatment services is to be person-centered, characterized by a partnership between you and Centerstone that establishes your meaningful recovery and wellness goals and a therapeutic relationship that is collaborative, consultative and mentoring. This person-centered approach helps Centerstone to recognize your strengths and unique cultural backgrounds to maximize your road to recovery. We embrace the concepts of recovery and resiliency as they apply to the delivery of mental health services.

Recovery and Resiliency Core Values

- Every individual wants to live a life that is purposeful and meaningful.
- Recovery and resiliency is a personal journey, an experience that is unique and individual.
- An individual should be empowered to make decisions affecting his/her own recovery.
- Emphasis should be placed on personal responsibility for one's own recovery and resiliency.
- Education about mental illness and resources is essential to empowerment.
- Effective treatment requires a partnership between the individual and service providers.
- Individuals with mental illness can work and in other ways contribute to the community.
- Parents/caregivers and significant others can be and should be taught skills to help their family member build resilient coping abilities.
- Focusing on the individual and family strengths can help foster recovery and resiliency by helping individuals see their abilities.
- Hope is important in the life of every individual.

Code of Conduct

Therapists and other clinical staff must act as professionals at all times. All Centerstone staff members agree to follow strict guidelines (this is referred to as the Centerstone Code of Conduct) about how they interact with clients and families. According to the Centerstone Code of Conduct, as well as the code of ethics that guides each professional discipline (social work, psychology and medicine), all staff are required to behave in a professional manner. This means they cannot be involved in any other part in your life, socialize with you or have a romantic or business relationship with you. This is a way to protect the confidentiality and importance of the therapy relationship. If you would like a copy of the Code of Conduct, one will be provided to you upon request.

Services and Activities

Centerstone provides services in 60+ facilities in 21 counties of Middle Tennessee. Most of our offices operate five days per week (Monday through Friday) from 8:00 a.m. until 5:00 p.m. The location where you are going to receive services will give you information about the days and times they are open to serve you. Therapy services for adults, children and families may be scheduled beyond the operating hours to meet your needs. Depending on your specific treatment needs, services may include:

Assessment: Initially, you will be scheduled for an assessment with a master's level clinician, and later, if appropriate, with a psychiatrist or nurse practitioner to obtain current and past information that will be helpful during your treatment. You may receive ongoing assessments during your treatment with registered nurses and master's level therapists to evaluate your needs and progress.

Therapy: If indicated, you may be offered individual, family or group therapy.

Medication Management: Many individuals benefit from medication to meet their mental health needs. If medication is indicated during your treatment, you will be offered medication appointments.

Services and Activities (cont'd)

Case Management: Case Management is an expansion of our service delivery system that is offered in the home and community and, in some cases, in schools.

Treatment Team: We think treatment is a partnership, and we will use a team approach to develop an individualized treatment plan that focuses on your strengths, needs, abilities and preferences. The team includes you and other individuals providing your treatment, such as a doctor, nurse, therapist and case manager. Your therapist or case manager will ask you to name the problem areas you want to work on, and they will use their special knowledge to help you lay out a plan to make the changes you want to make. By the end of your first or second appointment, a therapist or case manager will be assigned as your “care coordinator.” This will be the main staff person responsible for directing your care. Your team meets on a regular basis to discuss treatment goals and to review your progress and treatment plan, with your input. You are part of the team, and your input, self-assessment and goal planning are a valuable contribution to the treatment plan.

Your family, spouse or other important people in your life can often have an impact on your ability to reach your treatment goals. If needed, and with your permission, your family, spouse or others may be requested to meet with you and your service provider to discuss issues related to your treatment.

You have the right to accept or refuse treatment. And you have the right to be given information about the suggested treatment and what might happen to you if you refuse treatment. Our goal is to provide such information in a timely way so you can make decisions about your care. It is completely your choice, and if you choose to receive treatment, you will be asked to give us your written permission by signing the Consent to Treatment form. However, if it is an emergency situation or if a court of law is requiring you to receive treatment, then you cannot refuse treatment.

Coordination of Care with other Providers

Because behavioral health problems are often connected with medical problems, it is our policy to try to keep in contact with your primary care physician (PCP) and your other healthcare providers. This is important in helping to coordinate your treatment. Unless it is an emergency situation, we have to receive your written permission before we can get in touch with your physician or other mental health providers. We will ask for this permission during your first visit with us.

Special Needs

If you are in need of special services such as an interpreter, please let us know as soon as possible so that we may best provide this service for you.

Referral to Other Services

With your permission, your care coordinator may make referrals for other services as needed, including professional and social services to provide a successful transition from the program. Early in your treatment and as part of our discharge/transition planning process, you will be provided with a list of self-help and advocacy groups in your area that may be of help to you. If you are 21 years old or younger, we will provide information about Early Periodic Screening, Diagnosis and Treatment, which is also called TENNderCare. This screening program helps identify any needed medical and or behavioral health services. You may request help from staff in obtaining referrals to other needed resources.

While receiving services, you will be provided with ongoing educational materials specific to your needs. Please let us know if you would like additional information.

After Hours Emergencies

If you have an **emergency** when the office is closed and need to talk to someone, call our Crisis Care line: (800) 681-7444. Our Crisis Care staff will assist you based upon your needs. If you have a life-threatening emergency, please call 911 or go to your nearest hospital emergency room.

Transition and Discharge Information

We will work with you as early in the treatment process as possible to give you an idea of a possible discharge or transition date. Usually, the time and date of your transition/discharge are set with input from you, your service provider and the team. Together we will identify a continuing plan that meets your transition needs. This may include participation in support groups, individual therapy, volunteer work or other activities. You will be actively involved in this process from the beginning of your treatment.

We hope you will not stop your treatment without carefully thinking through that decision. If you want to stop your treatment at any time, we ask that you agree to meet for at least one more session to look over our work together. We will review your progress and make suggestions about any more work that needs to be done.

You may also be contacted by a staff member during services or following your discharge to ask about your satisfaction with our services and, more importantly, to see if you need additional services. We will also ask you to complete a survey about your treatment with us to help us decide any changes or improvements we need to make in the future. Finally, if something happens unexpectedly and you leave treatment, we will follow up with you to ensure your safety and determine if you need additional services from us or another provider.

Confidentiality

In accordance with federal and state laws, all staff will maintain and protect the confidentiality of any information you share with us. No information will be released or given to other persons or agencies outside of Centerstone unless we have permission signed by you to release such information.

An exception to this rule could include a threat you make to harm yourself or someone else, or a suspicion that child abuse may have occurred. Another exception may be in regard to Centerstone alcohol and drug abuse records. The confidentiality of alcohol and drug abuse client records maintained by Centerstone is protected by federal laws and regulations.

Generally, Centerstone may not disclose the involvement of any client in an alcohol or drug abuse program to anyone outside the program unless:

- The client consents in writing
- The disclosure is allowed by a court order
- The disclosure is made to medical personnel for research, audit or program evaluation

Violation of the federal laws and regulations by the program is a crime. Suspected violations may be reported to appropriate authorities in accordance with federal regulations. Federal laws and regulations do not protect any information about a crime committed by a client, either at the program or against any person who works for the program, or about any threat to commit such a crime.

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

You may request, in writing, to review your clinical record at any time. Please provide this to your care coordinator or receptionist. Please know there is a small fee to copy records. Under federal confidentiality laws, you have other rights regarding your records. Those rights are outlined in Centerstone's "Notice of HIPAA Privacy Practices," posted at each location and available upon request.

As a Centerstone client, you may request access to specific portions of your Centerstone medical record (often referred to as Protected Health Information). This service is intended to provide you with your health information at any time via the internet.

Familiarization with the Premises

In order to maintain a safe environment, information about emergency procedures, the locations of emergency exits, fire extinguishers and the location of a first aid kit is provided at intake and posted within the facility. Please take time to familiarize yourself with this information. If you have questions, please ask any Centerstone staff.

Declaration for Mental Health Treatment

The Tennessee Mental Health and Developmental Disability law gives mental health consumers the right to be involved in decisions about their mental health treatment. The law also recognizes that, at times, some individuals are unable to make treatment decisions. A Declaration for Mental Health Treatment allows persons served to plan ahead about how and where they want to be treated in the event of an emergency. It may also assist service providers in giving appropriate treatment. Information about the Declaration for Mental Health Treatment will be made available to you upon request.

Attendance and Cancellations

Your first appointment with us will take about 90 minutes (1½ hours). During this appointment, we will gather information from you and give you basic information about us. How long and how often you will be seen will be based on the treatment plan you and your care coordinator develop and the goals you hope to achieve.

An appointment is a promise by both of us – we are both agreeing to meet and to be on time. If we are ever unable to start on time, we ask for your understanding. Sometimes client emergencies will cause us to be late meeting with you. If you are late, we will probably be unable to meet for the full time since your therapist will likely have another appointment after yours.

If you are seeing a Centerstone psychiatrist or nurse practitioner for medication, there are several guidelines you should know about the request for us to call in medication refills. If you have to cancel or are late for your appointment, your medical provider may or may not choose to call in your prescriptions. It will depend on how reliable you have been in keeping your appointments and whether cancelling or being late is part of a regular pattern on your part. At those times, when you have to cancel an appointment, please give us *at least* 24-hours notice.

Emergency Intervention Procedures

In the event of a crisis involving violent, threatening or assaultive behaviors, staff will take all possible steps to calm the situation and assure your safety and the safety of others. Centerstone staff members do not use seclusion or restraint to manage behavior. Law enforcement may be called to assist, if necessary.

Restricted Behaviors

- Centerstone is officially a completely tobacco-free campus. This means that employees, clients and visitors are not permitted to use tobacco on the campus which includes the building, parking lots and sidewalk areas.
- Centerstone does not allow use or possession of firearms, weapons or any other items that pose a risk to other clients or staff, or which the staff consider inappropriate in a treatment facility.
- Centerstone must protect staff and clients and therefore, reserves the right to terminate services to anyone who exhibits threatening behavior.
- Centerstone does not allow the possession of illegal drugs, alcohol or chemicals at or around our facilities.
- If you are asked to bring your medication with you to an appointment, or if you have to take medication while you are at our office, it is important that you keep the medication with you at all times.
- Centerstone does not allow the use of cameras, video recorders, picture phones or any other video device in treatment areas without your written consent.

Client Rights

As a client of Centerstone, you have the right:

- To receive quality, research-based treatment from trained clinical professionals
- To be treated with respect and dignity in a setting most beneficial for your treatment
- To be free from physical, emotional or verbal abuse; financial or other exploitation; humiliation or neglect
- To be free from any form of isolation, restraint or seclusion used as a means of coercion, discipline, convenience or retaliation
- To be provided with information, including the risks, benefits and consequences of treatment and non-treatment in enough time to assist in decision-making about your treatment, discharge or aftercare plan
- To be given information about consent, refusal or expression of choice regarding services, release of information, service providers, concurrent services, and involvement in research projects, if applicable
- To receive services without regard to your age, birthplace, color, disability, gender, language, race, sexual preference, social and economic standing, or spiritual belief
- To refuse treatment
- To be provided with information about side effects of medication that may be prescribed
- To look at your medical record and request copies or amendment
- To tell staff or others if you have a complaint about a staff member or services without having to worry about the complaint affecting your treatment and to be assured that any alleged infringement of rights will be investigated and resolved in a timely manner
- To be informed of any proposed treatment and/or alternative treatment methods and to be involved in the development of your treatment plan
- To privacy during your appointment
- To have information about you and the services you receive kept private unless you give us permission or the law says we must share information with others
- To obtain the names, qualifications and titles of the professionals providing your care
- To be provided continuity of care from one service provider to another
- To be provided with information and/or referral to legal entities, self-help and advocacy services
- To be assured of adherence to research guidelines and ethics, if applicable

Client Responsibilities

As a client of Centerstone, it is your responsibility:

- To treat staff the same way you want them to treat you
- To come to your appointments on time or call to cancel
- To tell the staff everything that will help them help you
- To follow your treatment plan and take your medications if that is part of your treatment plan
- If you attend group counseling or education session, to keep confidential any information others in the group share with you
- To pay your share of the cost of your treatment and have your insurance billed

Financial Information

Payment for services is important. You are responsible for paying for your treatment. Payment is expected at the time of service. If you have questions about your fees, please speak with your therapist. You will be told in advance if our fees should change. If you think you may have trouble paying your bills on time, please let us know. We will discuss this together to find a solution.

If there is any problem with our charges, our billing, your insurance, or any other money-related issue, please let us know. We will do the same for you. Centerstone will verify your insurance coverage prior to your first appointment. Insurance coverage cannot be guaranteed at the time service is provided. Final determination of insurance coverage can only be made at the time claims are processed by your insurance carrier. Together we will work out any issues honestly and quickly. As with your treatment, if you have any questions regarding your benefits or co-payment, please do not hesitate to talk to a staff member.

Clients who owe money and fail to make arrangements to pay may be referred to a collection agency. In the event of nonpayment, Centerstone reserves the right to add to your bill reasonable attorney fees and/or credit collection agency fees necessary for the collection of your account. Services may be refused if you are unwilling to pay.

Non-Discriminatory Policy

Centerstone does not discriminate for reasons of sex, race, color, age, religion, national origin, veteran status, sexual preference, or physical or mental disability in admission to or access to treatment, or employment in its programs or activities. If you feel that you have received unfair treatment based on any of these, you should file a complaint in writing with Centerstone's *Title VI Coordinator* at 1101 Sixth Avenue North, Nashville, TN 37208.

Complaints and Appeals

There may be times when you are dissatisfied with some part of the treatment you are receiving at Centerstone. It is important to us to look into that for you. Please speak with your care coordinator if you are not satisfied with any area of our work. Your care coordinator will listen to any concerns you have and to try to work them out. If you are not satisfied with the response from your care coordinator, or if you have a concern you do not feel comfortable sharing with them, you may ask to speak with the clinic manager at the location where you receive services. They will look into the matter for you and try to resolve your concern. You may also contact the Centerstone Quality Improvement Department at 615-463-6665 or 888-463-6705 if you are still not satisfied. The QI staff will take your information and make sure your complaint is investigated. You will be told how long the process will take, and you will also be given information about how to file an appeal with the TennCare Solutions Unit for any service that is denied, delayed, reduced or terminated (for TennCare members). Filing a complaint or appeal will not result in any retaliation or barrier to service.

Advocacy Resources

Disability Law and Advocacy Center of Tennessee	800 342-1660 (toll free) www.dlactn.org
Tennessee Mental Health Consumers Association (TMHCA)	615 250-1176 (ext 31) www.tmhca-tn.org 888 539-0393 (toll free) info@tmhca-tn.org – Email
National Alliance on Mental Illness (NAMI) NAMI Nashville	www.NAMI-Nashville.org
National Alliance on Mental Illness (NAMI) NAMI Tennessee	615 361-6608 www.namitn.org 800 467-3589 (toll free)
Alcohol & Drug Clearinghouse	615 780-5901 www.taadas.org 877 863-6914 (toll free) 800 889-9789 – <i>Tenn Red Line</i>
TennCare Partners Advocacy Line (TPAL)	615 242-7339 help@tpal.org - Email 800 758-1638 (toll free)
Tennessee Voices for Children	615 269-775 www.TNVoices.org 800 670-9882 (toll free) TVC@TNVoices.org – Email
Middle Tennessee Mental Health & Substance Abuse Coalition (MTMHSAC)	MTMHSAC@yahoo.com – Email
Concerts of Hope, Inc.	www.concertsofhope.org concertsofhopeinc@gmail.com - Email

If you have recommendations about changes in Centerstone policy or services, please send your suggestions to:

Centerstone Quality Improvement Director
1101 Sixth Avenue North
Nashville, TN 37208