

Flagler Mental Health Center Client Handbook

I have received and understand the information provided to me in this handbook.

Client Name

ID: _____

Client/Legal Guardian Signature

Date

Witness Signature

Date

Information about Flagler Mental Health Center, PA.

Welcome to Flagler Mental Health Center. We are pleased that you have chosen us to help you to achieve the quality of life you deserve. Our counseling staff members are highly qualified and experienced to provide you first rate services. It is important to us to maintain your confidentiality as well as your dignity. Our goal is to create a supportive environment in which our clients can explore their emotional needs and overcome barriers to reach their full potential.

Please read the following information, and keep this handbook for future reference, as it will guide you while you are an active client, or if you choose to discontinue services with us.

Your rights as a client of Flagler Mental Health Center

- **You have the right to be treated with courtesy and respect, to be able to maintain** your dignity at all times, and to maintain your need for privacy.
- You have the right to know the name, function, and qualifications of each health care provider who is providing services to you.
- You have the right to a prompt and reasonable response to questions and requests.
- You have the right to know who is providing medical services and who is responsible for your care.
- You have the right to know what rules and regulations apply to your conduct.
- You have the right to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis.
- You have the right to refuse any treatment, except as otherwise provided by law.
- You have the right to receive upon request, prior to treatment, a reasonable estimate of charges for your treatment.
- You have the right to impartial access to treatment, regardless of race, national origin, religion, handicap, or source of payment.
- You have the right to know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate in such experimental research.
- You have the right to express grievances regarding any violation of your rights, as stated in Florida law, through the grievance procedure of Flagler Mental Health Center and to the local Substance Abuse and Mental Health Office.

Your responsibilities as a client of Flagler Mental Health Center

- Respect the rights of other clients and staff of FMHC.
- Honor and preserve the confidentiality of other clients.
- Be considerate of all other clients and staff.
- Keep all appointments to assure continuity of care.
- You must cancel an appointment within 24 hours of the scheduled appointment time or you will be charged a no show/cancellation fee of \$50.
- Repeated NO SHOWS to scheduled appointments send the message that you do not want treatment, and as a result, you may be discharged from FMHC.
- Compliance with therapeutic recommendations and assignments (as applicable) is expected as part of the therapeutic process.

Fees for Services

Payment for services rendered is expected at time of service. Co-payments, charges applied towards deductibles and/or negotiated rates for those experiencing a financial hardship will be collected when you arrive for your scheduled appointment unless prior arrangements have been made.

Please be aware that it is your responsibility to pay for services you are requesting, but are not covered by your insurance company. These services may include (but are not limited to): expert witness testimony; reports/letters to be sent to lawyers, probation officers, courts, schools, and/or other parties, and other such professional services.

Fees for these services vary and must be negotiated and paid for prior to the service being rendered. Requests by phone will not be honored and a signed agreement between the provider and patient must be made in writing for any services not covered by insurance benefits.

Your satisfaction with our services

At Flagler Mental Health Center, we feel that the best indication of the quality of services provided is your opinion of the care you are receiving. We also believe that as our client, you are in the best position to tell us when we need to improve or change something to better serve you. To this end, we invite you to let us know how we are doing.

One way to do this is to fill out a satisfaction survey. You will be handed surveys from time to time while you are being seen here. Please take a moment to fill it out, and place it in the box in the lobby. There is a place for your name, but if you would rather not identify yourself, just leave the line blank. We are very interested in any way we might do a better job, whether you choose to identify yourself or not.

You may fill out a survey at any time. You do not have to wait for us to give you one. There are blank forms in the lobby at all times. If things go well, or if things could be better, take a moment to tell us so on a questionnaire form.

If you have suggestions or compliments, but don't feel like writing them down, please share your input with any staff member. We promise that anything you take the time to share with us will be taken very seriously.

You may also be contacted after you are finished with services. We will follow-up to see how you are doing, whether you need anything more from us, and to see what you think of our services after discharge. As you are in the best position to tell us how we are doing, please take a moment to complete the follow-up form. We need your input.

Grievance Procedure

If at any time you feel that you have a serious problem with how we are working with you, you have the right to file a grievance. This is a formal process, and we take it very seriously. Should you have a conflict, you will be provided a grievance form to complete. This lets us know what the problem is.

If we cannot solve the problem on the spot, we will schedule a meeting to discuss the complaint. Management will be present, and every attempt will be made to accommodate you and fix the problem.

Ultimately, if you feel that we have not done the right thing, you may file your grievance with the Secretary of Health and Human Services in Washington D.C.

Complaints may be filed at:

Flagler Mental Health Center, PA
2729 E MOODY BLVD SUITE 105
BUNNELL, FL 32110
Phone: (386) 313-1989

Or

Secretary of Health and Human Services
Room 61
Hubert H. Humphrey Building
200 Independence Ave., SW
Washington, D.C. 20201

Emergencies

Even with the best planning, emergencies can happen. For this reason, we present this information to you as a guide, to help in the event you have a serious problem.

In the event of an emergency, please call 911, or get to the nearest hospital emergency room for an evaluation.

A mental health emergency (crisis) occurs when an individual's mental or emotional condition results in behavior that constitutes an imminent danger to that individual or to another person. Mental health emergencies can be life threatening and should be taken very seriously and immediate attention is required.

Some indications that a mental health emergency is occurring are:

- (1) suicidal intentions, plans, or attempts;
- (2) homicidal intentions, plans, or actions;
- (3) loss of contact with reality, including hallucinations, delusions, or extremely abnormal behavior causing a disturbance or disruption;
- (4) disorientation, extreme confusion, unresponsiveness, uncontrolled behavior, extremely irrational or incoherent speech.
- (5) Severe adverse side-effects from medication

In the event of an afterhours mental health emergency that is not life threatening, please call the local crises center at 800 539-4228.

If you are the victim of abuse - call the Abuse Hotline (800) 962-2873

Discharge Planning

Discharge planning has started with your first meeting with your therapist or physician. It is a general discussion of what your situation will be, at the point you no longer need additional help. It may involve feeling better emotionally, have better communication with others, better relationships, sleeping, eating and living better, etc.

It is very important that you follow up with other healthcare providers involved in your care. These include your family doctor, specialists you may be seeing, and other organizations helping you in other aspects of your life. Do not discontinue care with other providers helping you.

It is important to realize that after being discharged you may come back to see us at any time in the future if you feel you need help. We will be happy to assist you directly, or help you find other providers should you request it.