

# BEHAVIORAL HEALTH SERVICES CLIENT HANDBOOK

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# Welcome to SEARHC Behavioral Health Services

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The Behavioral Health staff welcomes you to our care. We encourage you to read this handbook as it may answer questions you have and provide a useful orientation to your treatment. We believe that the best treatment outcome is achieved when there is a partnership between you and your treatment team. We are here to help you achieve therapeutic goals that you establish for treatment. Please feel free to ask questions. We're here to help.

## The Behavioral Health Services Program provides:

- Outpatient Behavioral Health Services
- Outpatient Substance Abuse Services
- Youth Residential Services
- Psychological Testing
- Psychiatric Evaluations and Medication Management
- Telebehavioral Health
- Case Management
- Other Services

## Our Services

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SEARHC offers a wide range of behavioral health services and has psychiatrists, clinical psychologists and behavioral health therapists on staff. Available services vary by site and program. Please ask your local clinic or provider for more information about what is available in your location.



# Goals of Behavioral Health Services

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- To assist patients who are experiencing personal, emotional or family problems.
- To assist patients in the progression from misuse or abuse of substances to sobriety.
- To provide a continuum of services, ranging from education and assessment to treatment, that are individualized to meet the needs of the patient at each point in their therapeutic process.
- To be sensitive to the cultural origin of the patient and use educational materials and traditional interventions when appropriate and available.
- To provide an environment where the patients local support system can be involved in a variety of ways, from assessment through treatment and into continuing care and follow-up. SEARHC Behavioral Health believes support systems are critical to effective treatment.



# Client Grievance Procedure

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You have the right to fair and professional treatment. If you have any concern or complaint about any aspect of your care, we encourage you to voice these concerns using these steps:

1. Contact any one of our staff members about your concerns. They will do their best to resolve the issue. If they are unable to resolve it, they will refer the matter to the Performance Improvement Division. If you wish, you can contact this department directly at **907.966.8860**.
2. You may also complete a Customer Experience Feedback Form that will be routed to your Patient Advocate.
3. Your written feedback will be reviewed and you will be notified once the investigation is complete and, when necessary, as the investigation progresses.

Your right to express concerns, complaints and grievances will not result in coercion, discrimination, reprisal or unreasonable interruption in your care.

You have the right to contact our accrediting group: The Joint Commission's Office of Quality Monitoring, the State of Alaska or Mountain-Pacific Quality Health Foundation (if you are a Medicare Beneficiary). If you are not satisfied with the resolution, you may contact an outside agency instead of filing a formal complaint. You will not be retaliated against for filing a complaint.

<p><b>SEARHC</b></p> <p><b>Patient Experience Team</b></p> <p>222 Tongass Drive Sitka, AK 99983</p> <p>907.996.8860</p> <p>Email: <a href="mailto:patientfeedback@searhc.org">patientfeedback@searhc.org</a></p>	<p><b>The Joint Commission</b></p> <p><b>Office of Quality Monitoring</b></p> <p>One Renaissance Boulevard Oakbrook Terrace, IL 60181</p> <p>800.994.6610</p> <p>Email: <a href="mailto:complaint@jointcommission.org">complaint@jointcommission.org</a></p>
<p><b>Medicare Beneficiaries (QIO)</b></p> <p><b>Mountain-Pacific Quality Health Foundation</b></p> <p>4241 B Street, Suite 101 Anchorage, AK 99503</p> <p>877.561.3202</p>	<p><b>The Joint Commission</b></p> <p><b>Office of Quality Monitoring</b></p> <p>One Renaissance Boulevard Oakbrook Terrace, IL 60181</p> <p>907.334.2483</p>



# Patient Rights

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## As a patient at SEARCH, you have the right to:

1. Receive care in a safe environment free from all forms of abuse, neglect, mistreatment or harassment.
2. Competent, considerate and respectful healthcare, regardless of race, creed, age, sex or sexual orientation.
3. Have pain assessed and to be involved in decisions about pain treatment and management.
4. Be free from restraint and seclusion in any form if not medically required.
5. Have cultural, personal values, beliefs and preferences respected.
6. Obtain information from a medical provider regarding diagnosis, treatment and prognosis.
7. Receive visitors designated by the patient.
8. Effective communication.
9. Know the identity of physicians, nurses and others involved in your care.
10. Make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care.
11. Have an Advance Directive.
12. Every consideration of privacy.
13. Expect that all communications and records pertaining to your care will be treated as confidential by the organization.
14. Review records pertinent to your medical care.
15. Expect that, within its capabilities, the organization will provide a reasonable response to a patient's request for appropriate and medically indicated care and services.
16. Ask for and be informed of business relationships that may influence your care, treatment and services.
17. Consent or decline to participate in research studies.
18. Expect reasonable continuity of care.
19. Information about organizational policies and practices related to patient care, treatment and services.
20. Be informed of the organizational charges for services and payment methods.
21. Be involved in discharge planning.
22. Be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socio-economic status, sex, sexual orientation and gender identity or expression.
23. Be involved in the decision-making process about your care, treatment or services, including the right to have your family and physician notified promptly of your admission to the hospital.



# Patient Responsibilities

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## As a patient at SEARHC, you are responsible for:

1. Providing information about past illnesses, hospitalizations, medications and other matters related to your health status.
2. Making sure the organization has a copy of your Advance Directive.
3. Informing your physicians and other caregivers of any anticipated problems with the prescribed treatment.
4. Being aware of the organization's responsibility to the community.
5. Providing necessary information for insurance claims and for paying bills in a timely manner.
6. Recognizing the impact of your lifestyle on your personal health and for taking responsibility for the consequences of that lifestyle.
7. To treat all SEARHC staff, other patients and visitors with courtesy and respect.
8. Following your clinician's advice. If you refuse to follow instructions given by your healthcare clinician, you are responsible for any medical consequences.
9. Paying co-payments at the time of the visit or other bills upon receipt.

Federal and state laws and regulations provide guidelines that SEARHC follows in order to provide quality healthcare services. These include the Health Insurance Portability and Accountability Act (HIPAA), the Privacy Act, Alcohol and Drug Confidentiality regulations and The Joint Commission accreditation standards.



# Tobacco-Free SEARHC Campus

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SEARHC has a tobacco-free policy for all of its locations.

## Definitions

The policy uses the following terms.

**SEARHC Campus:** Covers all indoor and outdoor spaces owned or leased by SEARHC, including parking lots and driveways, adjoining sidewalks and vehicles on SEARHC property.

**Tobacco products:** Includes cigarettes, cigars and pipes; chewing, dip, snuff, snus or any other smokeless tobacco; electronic cigarettes or any tobacco inhalation devices; and all other nicotine delivery devices, excluding FDA-approved nicotine replacement therapy for the purpose of tobacco cessation.

## Policy

1. SEARHC is committed to providing a healthy and safe environment for employees, patients, residents, clients, visitors and vendors who enter SEARHC-owned property or off-campus employee worksites; and to promoting positive, healthy behaviors.
2. All SEARHC-owned campuses are 100% tobacco-free. The use of any tobacco product is prohibited in all areas.
3. Leased spaces are subject to conditions of the lease agreement and local and state statutes on tobacco use in and around public facilities. The use of tobacco products is not permitted during Behavioral Health Services excursions off campus.
4. All employees (includes contract employees, volunteers and students), patients, visitors and vendors will support the tobacco-free campus policy at all SEARHC facilities.
5. Signs will be placed at all entrances to SEARHC-owned campuses, entrances to leased spaces and outdoor working sites as needed.
6. At the time of admission or registration, patients and residents will be given information regarding the tobacco-free policy.
7. Patients and visitors who violate this policy will be politely informed of the policy and asked to cease their tobacco use. Tobacco cessation and/or educational materials will be given to the patient/resident, and their physician may be contacted to request tobacco cessation products.
8. Management is available to assist with a patient or resident who does not comply with SEARHC's tobacco-free policy. If tobacco products are not extinguished or discarded, management or the staff will have the materials removed from the room to be stored in a safe place until the patient or resident leaves the facility. Patients who do not comply with this policy may be subject to discharge.





# Additional Information

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The resources listed below are provided at the time of admission into services. If you wish to have a copy of the signed documents, you may request them at any time from SEARHC Behavioral Health staff.

## **Attendance Policy**

The patient acknowledges that they understand and will comply with the attendance policy to ensure that communication about their care, schedules and needs for services is clear.

## **Authorization for Treatment**

The patient authorizes their consent for treatment and evaluation, including any diagnostic and therapeutic care recommended by their physician or healthcare provider.

## **Consent for Treatment**

The patient gives consent for treatment, establishes their responsibility for participation, authorizes reminders and notices of other health related benefits and follow-up, and acknowledges the receipt of the above information.

## **Notice of Privacy Practices**

Our Notice of Privacy Practices describes in detail your health information rights and how your medical information may be used and disclosed.

## **Promise to Pay**

The patient authorizes SEARHC to bill insurance benefits. The patient understands they are financially responsible for any services not covered by their insurance company. Eligible Alaska Native/American Indian (AN/AI) beneficiaries (with documented eligibility) will not be financially responsible for covered services. AN/AI beneficiaries without third-party insurance will be financially responsible for services not covered by SEARHC.

## **Psychiatric Advance Directive**

The patient will provide SEARHC with a copy of their Advance Directive for our records. If the patient does not have an Advance Directive and wishes to obtain one, they may request more information from their provider.



# Additional Resources

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The **SEARHC Helpline** can be reached at **1.877.294.0074**.

This service is available 24 hours a day, seven days a week to residents of Southeast Alaska. The crisis call center is staffed with a team of master's degree-level mental health therapists who will listen and provide effective, compassionate and confidential care.

The **National Suicide Prevention Lifeline** can be reached at **1.800.273.TALK (8255)**.

This service is a national network of local crisis centers that provides free and confidential emotional support 24 hours a day, seven days a week to people in suicidal crisis or emotional distress. It is committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices and building awareness.

The **CRISIS Text Line** can be reached by texting **CONNECT** to **741741**.

The CRISIS Text Line offers crisis support 24 hours a day, seven days a week via text in the USA.

