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CENTERSTONE

# Client Resource Guide

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**Noble Purpose:**

Delivering care that changes people's lives

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 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**

At Centerstone, we want to be your health care provider of choice and, more importantly, meet and exceed your whole health treatment needs. We want to be partners with you because we believe that by treating your behavioral health conditions, along with coordinating your physical health care, your overall health and general wellness will be improved. We encourage you to work with your treatment team, actively participating in your care. We will work together to identify your strengths and assist you on your personal road to recovery.

Centerstone is committed to keeping all clients safe and preventing anyone in our care from dying by suicide. This means we will ask you at every appointment whether you have had any recent thoughts of harming yourself. Our staff is trained to assist you when this might become an issue in your life by enrolling you in one of our "Suicide Prevention Pathways". When someone is in a "Pathway" we want to see them more often, stay in closer touch while suicidal thoughts are present, and ensure their home environment is safe from weapons or other means that could be used for self-harm. This is an important part of our services, and we feel you are worth the effort.

## **Code of Conduct**

Therapists and other clinical staff must act as professionals at all times. All Centerstone staff members agree to follow strict guidelines (called 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, either in person or through social media (Facebook, twitter, Instagram, snapchat) or have a romantic or business relationship with you. This is a way to protect the confidentiality and importance of therapy relationships. If you would like a copy of the Code of Conduct, please tell us.

## **Services and Activities**

Centerstone provides services through more than 50 facilities and 160 partnership locations across the Middle Tennessee region. 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 choose 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:

**Intake Assessment:** For your first appointment, you will be scheduled for an assessment with a master's level clinician. Later, if you have the need for medication(s) you will see a psychiatrist or nurse practitioner for further assessment. You may receive ongoing assessments during your treatment with master's level therapists and/or nurses to evaluate your ongoing needs and progress.

**Therapy:** Individual, family or group therapy may be recommended based upon your symptoms and needs.

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

**Case Management:** is an expansion of our service delivery system that is offered by our case managers in the home or a community setting. They can help you learn to understand your symptoms, help with housing issues, link you to other needed services, remind you of your appointments and speak up for you at times when you can't do so for yourself. Case management services are based on needs, eligibility and insurance coverage.

**Centerstone Health Link:** a program based on needs, eligibility and insurance coverage that focuses on the whole person. It helps you access both the medical and mental health services needed to improve your quality of life. Health Link can help you learn to understand your symptoms, help with housing issues, link you to other needed services, help you remove any barriers to care, remind you of your appointments and speak up for you at times when you can't do so for yourself. We want to educate you about your overall health and provide you with the care and resources needed to feel better and stay healthy. Our team will work with your Primary Care Provider or help you find a Primary Care Provider if needed.

**Telehealth:** Your services may include telehealth (phone/video) services, which let you talk to your therapist, case manager or psychiatric provider using audio or video conferencing over your phone, tablet or computer. A member of the Centerstone team will explain the benefits and/or risks of telehealth services and the process for connecting through telehealth to you. You will be asked to consent prior to the use of telehealth services, and you have the right to discontinue telehealth services at any time. Consenting to telehealth means being aware of the importance of data ownership, storage, and your responsibility in the security, privacy, and safety of telehealth sessions in the location of your choosing.

Some treatment programs may require face-to-face services, or your provider may determine that face-to-face treatment is the best option for you.

If telehealth services are provided, Centerstone uses technology that protects your privacy and asks that you do the same. Sessions will not be recorded or stored without your consent or knowledge. We would ask you not to record sessions without talking to your provider. We encourage you to be available for telehealth services in a safe and private location (making sure that no one can overhear your conversation), which may include the ability to turn off your video or mute sound if needed.

If you have any questions about your telehealth services, please speak to your therapist, doctor, nurse practitioner, or case manager.

**Treatment Team:** We think treatment is a partnership, and we will use a team approach to develop your treatment plan that focuses on your strengths, needs, abilities and preferences. The team includes you, your personal support system (spouse, friends, family, etc.) and other individuals providing your treatment, such as a doctor, nurse, therapist, and case manager. We will assign a staff person (a therapist or case manager) who will be your "assigned Care Coordinator".

Your therapist or case manager will ask you to name the problems you want to work on, and they will use their special knowledge to help you lay out a plan to set goals and make the changes you want to make. Your team will meet 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 thoughts about how you are doing, and your ideas about planning your goals are important to the treatment plan.

As we just mentioned above, 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, we may ask your family, spouse or others 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 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 or if a court of law is requiring you to receive treatment, then you cannot refuse treatment.

### **Coordination of Care with other Providers**

Because we are concerned about both your behavioral health and physical health, it is our policy keep in contact with your primary care provider as well as your other healthcare providers. This is important in helping to coordinate your treatment. Unless it is an emergency, we must 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 and once a year after that. Please keep us informed about other providers you see.

### **Special Needs**

Please let us know as soon as possible if you need special services such as an interpreter, so that we can arrange 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, staff may give you 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, or you have a child seeking treatment who is in this age group, we'll give you information about Early Periodic Screening, Diagnosis and Treatment, which is also called TennCare Kids. This screening program stresses the importance of regular PCP visits to help identify needed medical and or behavioral health services such as an annual physical, immunizations and dental screenings. While receiving services, we can give you more educational materials specific to your needs. Please let us know if you would like additional information.

### **After Hours Emergencies**

If you have a behavioral health emergency when the office is closed and need to talk to someone, **call/text 988** or call the 24-hour Crisis 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. If you have a medical emergency that does not require assistance through 911, please contact your PCP.

### **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 on any changes or improvements we need to make in the future. Finally, if something happens unexpectedly and you leave treatment without letting us know, we will follow up with you to ensure your safety and determine if you need additional services from us or another provider. If your case is closed, you can ask for services again at any time in the future.

If your treatment at Centerstone is required by the court system, probation, or other legal entities, your care coordinator will discuss any regular reports and discharge information that will be shared with that entity, including if you drop out of treatment.

### **Confidentiality**

The law requires all staff to 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 your written permission. 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.

The confidentiality of alcohol and drug abuse records maintained by Centerstone is protected by federal 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 court orders it
- The disclosure is made to medical personnel for research, audit or program evaluation

Violation of these 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 ask to look at your clinical record at any time. Please provide this request to your care coordinator or receptionist in writing and be aware there is a small fee to copy records. Under federal confidentiality laws, you have other rights regarding your records; these rights are outlined in Centerstone's "Notice of Privacy Practices," posted at each location and available upon request.

## **About our Offices**

In order to maintain a healthy and safe environment for all, you should be aware of the following:

- First aid kits, emergency equipment and emergency procedures are available in all Centerstone offices. Please familiarize yourself with this information.
- The possession or use of firearms, weapons or other items that pose a risk to other clients or staff is not permitted in any Centerstone facility.
- The possession of illegal drugs, alcohol or chemicals or inappropriate use of legal drugs or prescription medications is prohibited in any Centerstone facility. If you are asked to bring your medications to the office, or if you must take medication while you are at our office, it is important that you always secure your medication.
- The use of tobacco and e-cigarettes is not allowed at most Centerstone offices and properties, and in all Centerstone vehicles. Please check the location where you receive services to understand this rule.
- The use of cameras, video recorders, picture phones or any other video devices is prohibited in treatment areas unless you and your treatment provider agree.

## **Declaration for Mental Health Treatment**

Tennessee Mental Health law gives mental health clients 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 Centerstone will take about 60-90 minutes (1-1½ 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 be there and to be on time. If we cannot 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. When you have to cancel an appointment, please give us *at least* a 24-hour notice. If there is bad weather, please call your clinic directly for information about any changes to office hours.

## **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.

## **Limitations to Treatment**

Centerstone does not restrict services, but we may limit services to you, or terminate services, based upon your behavior towards our staff or other clients. We feel it is important to protect the safety of staff as they do their jobs and the safety of our clients. That means we will not allow behavior that is inappropriate or

troublesome, such as verbal or physical aggression, making threats or using harmful or offensive comments about a person's identity (including their race, ethnicity, sex, sexual orientation, gender identity, disability status, and/or veteran status). This means you cannot make comments like this to a staff person or client, or about a staff person or client. We will treat you with respect and we ask the same from you. In the event such a situation occurs, we will talk with you about the behavior, as well as the ways in which your behavior needs to change in order for you to regain your full participation in treatment and/or continue to receive services at Centerstone.

## **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 protected 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 bullying, discipline, convenience or retaliation
- To be told in an easy-to-understand way 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 orientation, 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 changes
- 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 complaint about a violation of your rights will be investigated and resolved quickly
- To be informed in an easy-to-understand way about any recommended treatment and/or alternative treatment methods, regardless of cost, and to be involved in the development of your treatment plan
- To privacy during your appointment
- To have medical and financial 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 and reschedule
- To tell the staff everything that will help them help you
- To follow your treatment plan and take your medications as prescribed, if that is part of your treatment plan. Your medical provider cannot prescribe medication unless they see you for your appointments
- 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
- And most importantly to personally invest in your recovery

## **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. We will tell you 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. 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.

## **Non-Discrimination Policy**

Centerstone does not discriminate for reasons of sex, race, color, age, religion, national origin, veteran status, sexual orientation, 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 PO Box 267, Portsmouth, NH 03802.

## **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 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. He or she will look into the matter for you and try to resolve your concern. You may also contact the Centerstone Quality and Patient Safety (QPS) Department at 615-463-6665 or 888-463-6705 if you are still not satisfied. The QPS 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. Filing a complaint or appeal will not result in any retaliation or barrier to service.

**Advocacy Services:**

Disability Law and Advocacy Center of Tennessee	800-342-1660 (toll free) <a href="https://www.disabilityrightstn.org/">https://www.disabilityrightstn.org/</a>
Tennessee Mental Health Consumers Association (TMHCA)	615-250-1176 <a href="http://tmhca-tn.org/">http://tmhca-tn.org/</a> 888 539-0393 (toll free)
Tenn Red Line –Information and Referral for Addiction Treatment	800-889-9789 – (toll free) or text <a href="https://www.taadas.org/our-programs-and-services/redline">https://www.taadas.org/our-programs-and-services/redline</a>
National Alliance on Mental Illness (NAMI) NAMI Tennessee	615-361-6608 <a href="http://www.namitn.org">www.namitn.org</a> 800 467-3589 (toll free)
Tennessee Association of Alcohol, Drugs, and other Addiction Services	615-780-5901 <a href="https://www.taadas.org/">https://www.taadas.org/</a> 877-863-6914 (toll free)
TennCare Partners Advocacy Line (TPAL)	615-242-7339 <a href="http://www.tenncareadvocacy.com/">http://www.tenncareadvocacy.com/</a> 800-758-1638 (toll free)
Tennessee Voices for Children	615-269-7751 <a href="http://www.tnvoices.org/">http://www.tnvoices.org/</a> 800-670-9882 (toll free)
Mental Health America of Middle Tennessee	<a href="http://www.mhamt.org/">615-269-5355</a> <a href="http://www.mhamt.org/">http://www.mhamt.org/</a>

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

Regional Director of Quality and Patient Safety  
1921 Ransom Place  
Nashville, TN 37217