



CENTERSTONE

Client Resource Guide

Our Noble Purpose:

Delivering Care That Changes People's Lives

Updated Oct 2022

Welcome to Centerstone. We hope this guide will help you to understand our services and policies. 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 as well as meet and exceed your whole health treatment needs. We want to be partners with you, and we believe that by treating both your physical and behavioral health needs, your overall health and general wellness will be improved. You are invited to work with your treatment team and actively participate in your care. We will work together to identify your strengths and assist you on your personal road to recovery.

Centerstone provides integrated primary care medical services through partnerships with local federally qualified healthcare corporations (Alton and Marion). These partnerships allow for coordination of your overall health care needs and support your whole wellness.

Recovery and Resiliency Core Values

We embrace the ideas of recovery and resiliency as they apply to the delivery of behavioral health services. These core values are listed below.

- Every individual wants to live a life that is purposeful and meaningful.
- Recovery and resiliency are a personal journey, and experiences are 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 behavioral health and resources is essential to empowerment.
- Effective treatment requires a partnership between the individual and service providers.
- Individuals with mental illness or substance use disorders can work and contribute to the community in other ways.
- Parents/caregivers and significant others can be and should be taught skills to help their family member(s) build resilient coping abilities.
- Focusing on individual and family strengths can help foster recovery and resiliency by helping individuals realize their abilities.
- Hope is important in the life of every individual.

Code of Conduct

All Centerstone staff members agree to follow strict guidelines about interaction with clients and families. This is referred to as the Centerstone Code of Conduct.

According to the Centerstone Code of Conduct, as well as the code of ethics that guides each professional discipline (social work, psychology, counseling, and medicine), all staff are required to behave in a professional manner. This means they cannot be involved in any other part of your life, accept gifts or money from you, and socialize with you, either in person or through social media (Facebook, Twitter, Instagram, SnapChat, etc.) or have a romantic or business relationship with you. This is to protect the confidentiality and importance of the therapeutic relationship. If you would like a copy of the Code of Conduct,

one will be provided to you upon request.

Services and Activities

Centerstone has service centers in Franklin, Jackson, Madison and Williamson Counties in Southern Illinois. Our office locations are open during normal business hours five days per week (Monday through Friday) typically from 8 a.m. until 5 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 typical operating hours to meet your needs. Depending on your specific treatment needs, services may include:

Intake Assessment: Initially, you will be scheduled for an assessment. If you are seen at a Centerstone location that offers integrated primary and behavioral health care, you may be asked to complete a physical health screening. Later, if there is a need for use of psychotropic medication, you may see a psychiatrist or psychiatric nurse practitioner for further assessment. You may receive ongoing assessments during your treatment to evaluate your ongoing needs and progress.

- **Patient Health Questionnaire for Depression Screening**

Youth 11-17 and adults 18 and above will all be administered a PHQ (Patient Health Questionnaire) within 48 hours of initial assessment. This is a list of 9 questions that address depression and risk symptoms. You will answer the questions in this form yourself. Clinicians then use this to determine if you may need treatment for depression.

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

Psychiatric Services: Many individuals benefit from medication to meet their mental health needs. Your managing clinician will discuss a referral to psychiatric services with you for further evaluation if this might be helpful in your recovery. Centerstone's **requirement is that you attend treatment services prior to being scheduled with a psychiatric provider for a medication evaluation.** Your managing clinician is the person who will coordinate your care with you. **Family Services:** Family Services is an expansion of our service delivery system that is offered by our staff in the home, community, and in some cases, school districts. A clinician can help you learn to understand your symptoms and work with you in developing ways to cope and overcome these symptoms.

Case Management: Case management can help link you to other needed services and resources, provide appointment reminders, advocate for you in housing matters, and speak up for you at times when you cannot do so for yourself. Case management is provided based on needs, eligibility, and insurance coverage.

Health Home: Centerstone has created the Health Home Illinois program to focus on the whole person and provide integrated health care coordination. This includes primary care, behavioral

health services, specialty services, and community and social supports. Health Home staff include nurse care coordinators, peer wellness coordinators, and case managers who are specially trained to help when you have a medical condition like diabetes, high-blood pressure, high cholesterol, or asthma, along with your behavioral health conditions. They link you to needed services, help you remove any barriers to care, and follow up with you closely to make sure you get the right services. The goal is to help you understand your medical conditions and how to care for yourself so that you can prevent needing emergency care or hospitalization. We aim to provide education about your overall health as well as the care and resources needed for you to feel better and stay healthy. If you choose not to see one of our Primary Care Partners or if one is not available at the location in which you are being seen, we encourage you to continue seeing your own Primary Care Provider. With your permission, our team can work with your healthcare provider to help coordinate your healthcare needs.

Treatment Team: We think of treatment as a partnership and we will use a team approach to develop your care plan that focuses on your strengths, needs, abilities, and preferences. This team includes you, your personal support system (spouse, friends, family, etc.), and other individuals providing your treatment, such as your managing clinician, doctor, nurse, health home clinician, or peer wellness coach. Your managing clinician will ask you to name the areas of concern 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. You are part of the team, and your thoughts and ideas about how you are doing and your goals are important to the care plan.

Your family, significant other(s), and other important people in your life can often have an impact on your ability to reach your treatment goals. If needed, with your permission, your family, significant other(s) and others may be requested to meet with you and your managing clinician to discuss issues related to your care plan.

You have the right to accept or refuse your care plan, and you have the right to be given information about the suggested treatment and what might happen if you refuse. Our goal is to provide this 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.

Requesting a different Managing, Secondary, or Tertiary Clinician: If you are wanting to see another clinician, we ask you to first speak with your clinician about your concerns to see if they can be resolved. In the event they cannot be resolved or you are uncomfortable speaking to your provider, you can request to speak to their immediate supervisor about your concerns and ask to have another clinician assigned to you. In some instances, we may not have another clinician that is immediately available and you may need to wait to be reassigned until someone becomes available. In the event you are not reassigned, you can file a grievance and that process will be followed (see “Complaints and Appeals”).

Coordination of Care with other Providers

Because we are concerned about both your behavioral health and physical health, we may ask

to be in contact with your physician as well as 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 service providers.

External Paperwork

Centerstone clinicians do not complete external paperwork in which a clinical recommendation is required. This includes but is not limited to FMLA (Family Medical Leave Act), fitness for duty, or clearance for safety. In the event that you need these external forms completed you will be directed to speak with your current medical provider or referred to one. If you believe you need a form or letter completed by a Centerstone provider, you may be asked to sign a release of information. Letters and forms will only include factual information such as documented progress, attendance, and client-directed goals.

Mandated Treatment

If you are mandated for treatment by an external referral source such as DCFS, Parole, Probation, Secretary of State, court etc., we cannot guarantee that you will meet treatment requirements for our services. If you do not meet treatment requirements, you may be referred out to another provider who can provide services for mandated treatment.

If you have been mandated to treatment, the external referral source may request the outcome of your referral status regardless of your express consent.

Accommodations

If you are in need of accessibility services such as an interpreter, TTY (Teletypewriter), captioning, or another service, please let us know as soon as possible so that we may plan to provide this for you.

After Hours Emergencies

If you are at risk of harming yourself or someone else, Centerstone's Crisis Services are available. You may access them by calling: (855) 608-3560.

Other resources that can be accessed in the event of a crisis include:

- Calling 911
- Going to the nearest emergency room
- Using a suicide prevention hotline or textline

Hotlines and textlines:

You may reach the Suicide Prevention Textline by sending a text message to 741741, calling the Suicide Prevention Lifeline at 800-273-8255, or using the Suicide Prevention online chat at <https://suicidepreventionlifeline.org/chat>.

Need-specific hotlines are also available, though hours may differ by organization.

Trans Lifeline is a peer support phone service run by trans people for trans and questioning peers. This lifeline can be called for crisis counseling or peer support at 877-

565-8860. <https://translifeline.org/hotline/>

Trevor Project is the world's largest suicide prevention and crisis intervention organization for LGBTQ (lesbian, gay, bisexual, transgender, queer, and questioning) young people: 866-488-7386 or text TREVOR to 1-(202)-304-1200. Online chat is also available: <https://www.thetrevorproject.org/get-help/>

[National Sexual Assault Telephone Hotline by RAINN](https://hotline.rainn.org/online): 800.656.HOPE (4673) to be connected with a trained staff member from a sexual assault service provider in your area. Online chat and other services are available at <https://hotline.rainn.org/online>.

[National Domestic Violence Hotline](https://www.thehotline.org/): 1-800-799-SAFE (7233) or TTY 1-800-787-3224 for 24/7 access to resources and support whether or not you are experiencing a crisis. Online chat and textline are also available. Text "START" to 88788.

Referral to Other Services and Transition Planning

With your permission, your managing clinician may make referrals for other services as needed, including professional and social services to provide a successful transition from the program. Transitions can also occur when you are further along in your recovery – they can include meeting less frequently or moving to a group mode of service. Transitions are based on each client's strengths, needs, and goals, and we will always talk to you about them. 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.

Staffing

Throughout the course of treatment, your case may be staffed with an interdisciplinary team of professionals. If you have questions about staffing or would like to be a part of a staffing on your behalf, please discuss this with your managing clinician.

Discharge Planning

Planning for discharge actually starts the first day you are here when you answer questions about what you want for your future. When you leave Centerstone, what will be different for you? How will you know it?

These goals are outlined in your care plan. We will discuss them frequently and especially during the periodic updates to your plan. As your discharge gets closer, you will identify what additional supports outside Centerstone may be needed in order for you to maintain your recovery.

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.

Confidentiality

Protecting your records and information is important to Centerstone and it is also the law.

Records and information are maintained according to state and federal rules and regulations and with all applicable codes of confidentiality, including the Illinois Mental Health and Developmental Disabilities Confidentiality Act, (740 ILCS 110/1), the Code of Federal Regulations (CFR) governing the confidentiality of substance use disorder patient records, (42 C.F.R. Part 2), and the standards for privacy of individually identifiable health information, a.k.a. the Privacy Rule (45 CFR Parts 160 and 164) regardless of the method of information storage, the Illinois AIDS Confidentiality Act (410 ILCS 305), and Title 77 of the Illinois Public Health Administrative Code, AIDS Confidentiality and Testing (Part 697). If an employee discloses confidential information without permission from you or your guardian, it can result in disciplinary action up to and including termination of employment.

An exception to this rule could include but is not limited to a threat you make to harm yourself or someone else, inability to care for yourself, a suspicion of abuse and/or neglect may have occurred, or court ordered records signed by a judge.

The confidentiality of substance use client records maintained by Centerstone is protected by federal regulations. Generally, Centerstone may not disclose the involvement of any client in an alcohol or drug use program to anyone outside the program unless:

- The client consents in writing
- The court orders it
- The disclosure is made for audit(s), program evaluation and/or insurance payment purposes.

Federal laws and regulations do not protect 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 crime.

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

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

Mandated Reporting

Children. All staff must report to the Department of Children and Family Services whenever there is reasonable cause to believe that a child known to them may be abused or neglected, per the Illinois Abused and Neglected Child Reporting Act {325 ILCS 5/4}. Confidentiality between the staff and the child, caregiver, or family member does not prohibit our staff from reporting suspected child abuse or neglect. Our staff are not required to notify parents or family members when a report of suspected child abuse or neglect has been filed.

Older Adults and Adults with Disabilities. If staff suspects abuse, neglect, or financial exploitation of a person 60 years of age or older or a person with a disability between the ages of 18 and 59, they must report to the Illinois Department of Aging's Elder Abuse and Neglect Program when the eligible person is unable to seek assistance independently (per the Illinois Elder Abuse and Neglect Act, ILCS Chapter 320/1 et seq). The abuse, neglect, or financial exploitation must have occurred within the past 12 months. The law applies to Centerstone staff as mandated reporters engaged in carrying out their professional duties as defined in the Act.

Mental Health Treatment: The enactment of Public Act 098-0063 identifies mental health treatment facilities and physicians, licensed clinical psychologists and Qualified Examiners (such as Licensed Clinical Social Workers, registered nurses with a master's degree in psychiatric nursing, Licensed Clinical Professional Counselors, and Licensed Marriage and Family Therapists) as mandated reporters. Centerstone staff have an obligation to report persons that have been determined to be a "Clear and Present Danger" to themselves and/or their community. Staff must also report all residential clients at the time of move in. These reports will be made to the IDHS FOID (Illinois Department of Human Services Firearm Owners Identification) Mental Health Reporting System within 24 hours of the determination.

If the Report Involves Centerstone Staff: Our policy and responsibility is to report all allegations of abuse or neglect committed by staff members to the Office of the Inspector General in the Illinois Department of Human Services within the required time frames in an appropriate and thorough manner (Illinois Administrative Code, Chapter 1, Title 59, Part 50). All employees, contractors, subcontractors, and volunteers must follow this policy. See p. 12 for contact information on the organizations listed above.

Consent

You or your legal guardian have the right to be informed of the type of care offered, and how to receive it from competent, qualified, and experienced staff. You will also learn about procedures used in treatment and be informed of the risks associated with recommended treatment options. Centerstone does not use seclusion or restraint on clients for any reason. If you are involuntarily discharged from services at Centerstone, you may use the grievance process (see "Complaints and Appeals") to appeal your discharge.

- If you are a youth ages 12-17 you have the right to consent to no more than 8 outpatient therapy sessions, 90 minute sessions without guardian consent.
- If you are an adult with a legal guardian you have the right to consent to 12 sessions of outpatient therapy, 60 minutes in length without guardian consent.

Intent to Treat

Centerstone will provide you with a comprehensive assessment. The purpose of the assessment is to identify your history, your strengths, your needs, what brings you to treatment, and what you hope to get from treatment so that we can provide the best service for your needs. Because of treatment, you may feel better or worse or no different. Treatment may cause

problems, stress, or changes that Centerstone is unable to predict. Additionally, the assessment process may take up to 2 hours to complete.

Your treatment may include services like counseling or therapy done in a group, individually, or with your family. Services may also include crisis counseling, case management services, and residential programs offered by Centerstone. It may occur at the Centerstone office, in the community, by telehealth (video/webcam/telephone), depending upon which service you receive. You will be asked to agree to participate in treatment activities, and you may stop at any time. After your initial assessment, you will be scheduled to meet with your “managing clinician.” This is the person who will continue to coordinate your care with you, as needed. They may speak with the person who referred you to us, or to other providers that you see with your permission. We will ask for verification of guardianship for any minor or adult. Based upon your assessment, you will create a personal set of goals for your recovery, also known as a care plan. You decide the goals that are identified in your care plan. We will discuss your progress towards goals as well as when and how you will realize that your recovery goals are accomplished.

Please note: if clinically appropriate and you are receiving court-ordered services, your care plan may include expectations from the justice system.

Centerstone will review your care plan with you periodically. If you are in substance use services, reviews may occur more frequently. If you need or request care that is not provided by Centerstone or conflicts with our mission and values, we will help you find other resources.

Telehealth

Your services may include telehealth (phone/video) services which allows you to talk to your therapist, case manager or psychiatric provider using audio or video conferencing over your phone, tablet or computer. This method of service has proven beneficial and allows you to have treatment in the setting of your choice, such as your home. The benefit and/or risks of telehealth services and the process for connecting through telehealth will be explained to you by a trained member of the Centerstone team. You will be asked to consent prior to the use of telehealth services, and you also 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. You have the option to choose telehealth services, however there are some treatment programs that may require face-to-face services or situations in which 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 that you not 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, practitioner, or case worker.

Attendance and Cancellations

Your first appointment with Centerstone 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 care plan you and your managing clinician 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. A commitment to attendance is important for growth, development, and achievement of your goals. With that mind-set, we ask you to be prepared for your appointment, 10 minutes prior to the start time. If you are late for your appointment, we may be unable to meet for the full time and may have to reschedule your appointment due to lack of availability. When you have to cancel an appointment, please give us *at least* 24-hours' notice. If you have missed more than 2 appointments in a 6 month period, whether by cancellation or no-show, we may need to close you to all services from Centerstone. In the event you are closed, you will be welcome to return to treatment, pending that program accepting new referrals. You will still be eligible for crisis-related services, even if closed to the agency. If there is bad weather, please call your clinic directly for information about any changes to office hours.

All Centerstone staff work toward keeping clients safe. There are times when a crisis or emergency arises prior to your appointment. Often, these crisis situations will need additional time to resolve. Due to this, we ask for your understanding and patience if we must be late to an appointment or reschedule. If a situation such as this occurs, we will do our best to get you in as soon as we can and communicate with you during this process. If we need to miss a day of work, we will give you as much notice as possible. Otherwise, our appointments will start and end on time. If you have a concern with your clinician's attendance, please feel free to speak to them, their supervisor, or file a grievance.

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 reserves the right to limit services to you if your behavior is disruptive, aggressive, threatening, or inappropriate in a way that risks the safety of you, other clients or visitors, or staff. When such a situation occurs, the behavior will be reviewed with you as well as the ways in which behaviors need to change in order for you to resume your full participation in treatment.

Health and Safety

Centerstone wants to provide an environment that promotes the health and safety of the people who come to us for help, as well as our employees, volunteers, visitors and vendors. In order to maintain a healthy and safe environment for all, you should be aware of the following

Centerstone expectations:

- First aid kits, emergency equipment, and emergency procedures are available in all Centerstone offices. Please familiarize yourself with this information.
- NARCAN (Naloxone) is kept for emergencies at the majority of our office locations. This can be used by staff if you or someone around you is suspected of suffering from an Opioid Emergency (overdose).
- 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, 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 have to take medication while you are at our office, it is important that you secure your medication at all times.
- 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 are in agreement.
- Please note that we conduct periodic evacuation drills at our locations. You may be present when we conduct such drills and will be expected to evacuate the facility and follow staff instruction.

Client Rights

Centerstone offers a Statement of Client Rights, which will be reviewed with you as you are admitted to services. Below is a brief summary of your rights as a client.

- Centerstone provides services and does not discriminate on the basis of race, ethnicity, disability, HIV status, personal and social beliefs, sex, gender, religion, orientation, or age.
- All of your treatment information is confidential and will only be released with your written consent, except when state or federal laws require the information be given without your consent.
- Centerstone has a Client Assistance Policy. Client Assistance discounts are available contingent upon annual income (based on family size) below 200% of the poverty level, with certain exceptions. To be considered, clients must provide income and insurance information. Please check with your managing clinician or the enrollment staff for more information.
- You have the right to be involved in the development of your care plan, to ask for information about your medication and treatment, and to give informed consent or refusal regarding the composition of your service delivery team.
- You have the right to receive services in the least restrictive environment, to refuse any specific service or treatment, and to contact the payer for your services. If you do refuse services, you have the right to be informed of the consequences of doing so.

- You have the right to request a different managing, secondary, or tertiary clinician as outlined in the Treatment Team section of this resource guide.
- If you have concerns, you have the right to discuss your feelings with your managing clinician or their supervisor. If you feel your concerns are not addressed, you have the right to appeal for a further review.

Client Responsibilities

Centerstone asks you to commit to being on time for your appointments and to provide 24 hours' notice to cancel. As a client, you agree to the following:

- If I do not call 24 hours prior to appointment time to cancel or reschedule my appointment, it will be applied as a no-show. If you feel your no-show status is unwarranted, please discuss with clinical staff.
- I will be on time. If I am more than five (5) minutes late, I may not be seen and it will be a no-show.
- If I have two no-shows in a month or three no-shows in two months, my future visits, including with a doctor, may be cancelled.
- If I am the guardian of an adult person receiving care, I understand I may need to be contacted and will need to participate in care planning.
- If I am the guardian of a child receiving care, I understand that I need to be present in the building with my child for each appointment. If I am unable to be present, my child's appointment may need to be rescheduled.

Advance Directives

You have the right to make decisions about the health care you get now and in the future. An advance directive is a written statement you prepare about how you want your healthcare decisions to be made in the future, if you are no longer able to make them for yourself. Illinois law allows you to make four types of advance directives: a health care power of attorney, a living will, a mental health treatment preference declaration, and a Do-Not-Resuscitate (DNR)/Practitioner Orders For Life-Sustaining Treatment (POLST). You can learn more about any of these advance directives and fill out any of the forms without the help of an attorney. Go to the Illinois Department of Public Health website (www.idph.state.il.us) and select "Forms & Publications", scroll down to Advance Directives, then click on "Forms - Advance Directives" to get the forms you need. If you do not have access to a computer and are interested in obtaining any of these forms, please let us know and we will help you get the ones you need.

Legal Issues and Power of Attorney for Minors

Centerstone's staff may not testify as expert witnesses in court cases that involve our clients, such as personal injury, employment discrimination, divorce or other litigation. Similarly, our clinicians will only testify in custody or visitation dispute cases if they believe they have important information to convey to the court for the child's best interest.

If a clinician is called to testify or give a deposition on your behalf or, in certain cases, your child, your attorney will be billed for the time required to prepare written reports and for time to testify in court. There will also be certain requirements for payment and communication. If

this happens, you will be provided additional information on the fees and conditions for such services, and will sign a form acknowledging these obligations.

There may be times when you are not able to attend a doctor's appointment with your child. To assist, we ask that parents complete a *Psychiatry Consent for Treatment of a Minor* at the time of entry to services and annually. This allows an adult other than a parent to attend a doctor's appointment with a minor. If we do not have a form on file, your child's doctor's appointment may be canceled and rescheduled. In the event this occurs, our Medical Services staff will call in a bridge script until your next appointment when your guardian or the person identified in the Psychiatry Consent can be present.

Alcohol and Drug Testing

Depending upon which services you receive, you may be required to participate in random drug and alcohol testing. Your managing clinician will discuss this with you as you begin your treatment.

Financial Information

Payment for services is important. You are responsible for paying for your treatment or making co-pays as required by your medical coverage. Payment is expected at the time of service. If you have questions about your fees, please speak with your managing clinician. You will be told in advance should our fees change.

If there is any problem with our charges or 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.

Ways to Provide Input

Centerstone is very interested in feedback from clients – your input helps us to improve. As a result, we seek feedback in a number of ways. Twice per year, surveys are distributed to all clients. Surveys are anonymous and are valued. At times, we ask clients to complete other surveys on issues of concern, or to give feedback in person through a focus group. There are suggestion boxes available at all of our offices and locations. You can complete a suggestion form anonymously and submit it at any time. Suggestions are collected and responses to them are posted monthly. Client Advisory Councils represent the needs of clients at Centerstone. They provide feedback to Centerstone in a wide array of areas. If you would like to participate, please let your managing clinician know.

Non-Discrimination Policy

Centerstone does not discriminate on the basis of race, ethnicity, age, religion, national origin, military service, sex, gender, orientation, or disability in admission to or access to

treatment, nor in employment of programs and activities. If you feel that you have received unfair treatment, you may file a grievance or contact any of the organizations listed below.

Complaints and Appeals

There may be times when you are dissatisfied with treatment you are receiving at Centerstone. It is important to us to look into that for you. Please speak with your managing clinician if you are not satisfied with any area of our work. They will listen to any concerns you have and will try to work them out. If you are not satisfied with the response from your managing clinician, or if you have a concern you do not feel comfortable sharing with them, you may ask to speak with the manager at the location where you receive services. They will look into the matter for you and try to resolve your concern. You also have the right to contact HFS (Healthcare and Family Services) or its designee regarding the process for reviewing grievances. If you choose to, you can obtain a grievance form at any Centerstone office front desk location. You may also contact our Director of Quality Improvement or our Vice President of Clinical Excellence at (618) 462-2331. If you are still not satisfied, the Quality Improvement (QI) team will make sure your complaint is investigated further. You will be informed how long the process will take and 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 Resources

ORGANIZATION	ADDRESS	PHONE NUMBER
Guardianship and Advocacy Commission	4500 College Ave, Suite 100 Alton, Illinois 62002 #7 Cottage Drive Anna, Illinois 62906,	(618) 474-5503 (618) 833-4897
Equip for Equality (formerly Protection and Advocacy)	300 E Main St., Suite 18 Carbondale, Illinois 62901 1 West Old State Capitol Plaza Suite 816 Springfield, Illinois 62701	(618) 457-7930 (217)544-0464 (800)758-0559
Illinois Department of Human Services Division of Mental Health	100 N. 9 th St. Springfield, IL 62765-1300 4500 College Ave Alton, Illinois 62002 1000 N. Main St. Anna, IL 62906	(800) 843-6154 (800) 447-6404 (TTY) (618)474-3811
Department of Human Services Division of Alcoholism and Substance Abuse	100 West Randolph St. Suite 5-600 Chicago, IL 60601-3297	(866) 213-0548

ORGANIZATION	ADDRESS	PHONE NUMBER
Illinois Department of Children and Family Services	406 East Monroe Street Springfield, IL 62701	(800) 232-3798
Illinois Department of Aging Senior Helpline Adult Protective Services		(800) 252-8966 (866) 800-1409
CMS (Center for Medicare & Medicaid Services)	233 North Michigan Avenue Suite 600 Chicago, IL 60601	(312) 886-6432
Illinois Department of Human Services Office of Inspector General Hotline Illinois Department of Human Services Helpline		(800) 368-1463 (800)-843-6154 (866)-324-5553 (TTY)
Illinois Department of Human Rights Sexual Harassment & Discrimination Helpline	Chicago Lighthouse 1850 W Roosevelt Rd, Chicago, IL 60608	(877)-236-7703 7-1-1 (TTY)

Thank You!

Thank you for choosing Centerstone. We wish you success on your recovery journey. We want to do our very best to assist you along the way. Please see your managing clinician or our customer service representatives if you have questions or concerns about any part of your care.