



The Steven A. Cohen Military Family Clinic at Centerstone

Client Resource Guide

Welcome to The Steven A. Cohen Military Family Clinic at 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

At Steven A. Cohen Military Family Clinic 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 and we believe that by treating both your physical and behavioral health problems your overall health and general wellness will be improved. You are invited 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.

The Steven A. Cohen Military Family Clinic at Centerstone is committed to keeping all of our clients safe and we want no one in our care to die by suicide. This means we will ask you at every appointment whether you have had any recent thoughts of harming yourself. Our staff has been trained to assist you when this might become an issue in your life by enrolling you in our “Suicide Prevention Pathway”. When someone is in this “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.

We embrace the ideas of recovery and resiliency as they apply to the delivery of mental health services, and we have listed them here:

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

All Steven A. Cohen Military Family Clinic at Centerstone staff members agree to follow strict rules called the Code of Conduct. According to the Steven A. Cohen Military Family Clinic at Centerstone Code of Conduct, 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, etc.) 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, please ask your any staff member to assist you.

Services and Activities

Depending on your specific treatment needs, services may include:

Intake Assessment: Initially, you will be scheduled for an assessment with a master’s level clinician. Later, if you have the need for medications you will see a psychiatrist or nurse practitioner for further

assessment. You may receive ongoing assessments during your treatment with registered nurses and master's level therapists to evaluate your needs and progress.

Therapy: In most cases you will be referred for individual therapy to help you find hope and work on building on your strengths. Family or group therapy may also be recommended.

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: Case managers are available to help you for 30 days prior to outpatient therapy and for up to 30 days after completing outpatient therapy. Case managers help link you to needed services and referrals within the clinic and with other organizations/providers.

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, case manager. Your therapist, and/or case manager will ask you to name the problem areas you want to work on, and they will help you lay out a plan to 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, 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 health 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.

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 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 and once a year in the future. Please keep us informed about other health care providers you are seeing for treatment.

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 health care provider may make referrals for other services as needed, including professional and social services. 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. There is a list at the end of this resource guide as well.

After Hours Emergencies

If you have a behavioral health emergency when the office is closed and need to talk to someone, call our 24-hour Crisis Intervention Hotline: (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. Our Crisis Call staff can put you in touch with a Unity Medical provider if they are 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 health care provider and the treatment 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.

If you want to stop your treatment at any time, we ask that you agree to meet for at least one more session to discuss our work together. We will review your progress and make suggestions about any services/treatments that might be beneficial for you after you stop treatment.

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 make an effort to contact you to understand your decision. If you do not get back in touch with us, your case may be closed, but you can ask for services at any time in the future.

Confidentiality

The law requires 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 the Steven A. Cohen Military Family Clinic at Centerstone unless we have permission signed by you to release such information. An exception to this rule could include you threatening to harm yourself or someone else, or a suspicion that child abuse may have occurred.

The confidentiality of alcohol and drug abuse client records maintained by Steven A. Cohen Military Family Clinic at 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 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 in writing to look at your clinical record at any time. Please provide this request to any staff in the clinic. 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 the Steven A. Cohen Military Family Clinic at Centerstone "Notice of Privacy Practices," posted at each location and available upon request. As a Centerstone client, you can also ask to see some parts of your Centerstone medical record (often referred to as Protected Health Information) using the internet.

About our office

In order to maintain a healthy and safe environment for all, you should be aware of the following Steven A. Cohen Military Family Clinic at Centerstone expectations:

- First aid kits, emergency equipment and emergency procedures are available at the clinic.
- 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 the facility premises.
- The possession of illegal drugs, alcohol or chemicals or inappropriate use of legal drugs or prescription medications is prohibited in the facility or on the premises. If you are asked to bring your medications, 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 Steven A. Cohen Military Family Clinic at Centerstone is a tobacco free facility. The use of tobacco and e-cigarettes is not allowed.
- The use of cameras, video recorders, picture phones or any other video devices is prohibited unless you and your treatment provider are in agreement.

Declaration for Mental Health Treatment

The Tennessee Mental Health and Developmental Disability 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 The Steven A. Cohen Military Family Clinic at 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 health care provider 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 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. At those times, when you have to cancel an appointment, please give us *at least* 24-hours in advance of the appointment. If there is bad weather, please call the 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. The Steven A. Cohen Military Family Clinic at Centerstone staff members do not use seclusion or restraint to manage behavior. Law enforcement may be called to assist, if necessary.

Limitations to Treatment

At no time will your rights be restricted; however, the Steven A. Cohen Military Family Clinic at 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 the ways in which behaviors needs to change in order for you to regain your full participation in treatment. In some cases, we may decide to terminate services and assist you in finding another provider.

Client Rights

As a client of The Steven A. Cohen Military Family Clinic at 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 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 The Steven A. Cohen Military Family Clinic at 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
- And most importantly-personally invest in your recovery

Non-Discrimination Policy

The Steven A. Cohen Military Family Clinic at 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 Centerstone 44 Vantage Way, Suite 400, Nashville, TN 37228.

Complaints and Appeals

There may be times when you are dissatisfied with some part of the treatment you are receiving at The Steven A. Cohen Military Family Clinic at Centerstone. It is important to us to look into that for you. Please speak with your health care provider if you are not satisfied with any area of our work. Your health care provider will listen to any concerns you have and to try to work them out. If you are not satisfied with the response from your health care provider, or if you have a concern you do not feel comfortable sharing with them, you may ask to speak with the clinic director 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 Quality Improvement staff will take your information and make sure your complaint is investigated. 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 www.tmhca-tn.org 888 539-0393 (toll free) info@tmhca-tn.org – Email
National Alliance on Mental Illness (NAMI) NAMI Davidson Co.	http://www.namidavidson.org
National Alliance on Mental Illness (NAMI) NAMI Tennessee	615-361-6608 www.namitn.org 800 467-3589 (toll free)
Tennessee Association of Alcohol, Drugs, and other Addiction Services	615-780-5901 www.taadas.org 877-863-6914 (toll free) 800-889-9789 – Tenn Red Line
TennCare Partners Advocacy Line (TPAL)	615-242-7339 help@tpal.org - Email 800-758-1638 (toll free)
Middle Tennessee Mental Health & Substance Abuse Coalition (MTMHSAC)	MTMHSAC@gmail.com – Email

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

Centerstone Quality Improvement Director
1921 Ransom Place
Nashville, TN 37217