

A large, stylized blue flower graphic is centered on the page. It has multiple layers of petals, with the innermost layer being a darker blue and the outer layers becoming progressively lighter. The petals are arranged in a symmetrical, fan-like pattern.

NorthCare

Outpatient Services

Consumer Handbook

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Welcome to NorthCare

We are glad you are here!

We want you to receive the best possible services from NorthCare. This handbook provides you information about your rights, your responsibilities, how to be safe, what we charge for services, and some helpful information. When you sign that you received this manual, you acknowledge receipt and understanding of your rights and responsibilities.



Who does NorthCare serve?

We serve adults, children, youth and their families. Our mission is to strengthen communities by improving health and safety, one family at a time.

Anyone experiencing a crisis can be served.

Input

Please let us know how to improve our services. You may be invited to participate in our surveys. Survey results are used to improve our services. Results of surveys are available through our Performance Improvement Office and annual reports.

We care about you

If you have questions about any of this information, ask a NorthCare employee for assistance.

Your Treatment Team and Individual Plan

As a NorthCare client, you work with us to decide what you want and what you want to change or accomplish. We call this your treatment plan. The plan describes what you hope to accomplish from receiving our services and how this will be done. Everyone who participates in the treatment plan is called the treatment team (doctor, nurse, care navigator, peer recovery support).

A NorthCare staff member will help you design the treatment plan. You are encouraged to keep a copy of your plan.

If you have questions about your plan, please let us know.

Your Rights

NorthCare intends to protect your fundamental human, civil, and constitutional rights.

Each consumer has a right to be treated with respect and dignity.

This section provides information on your rights as a client of NorthCare. The Bill of Rights is a summary or synopsis of your rights under Oklahoma law (OAC 450:15:3-27). If you would like to receive a full copy of your rights, just let us know.

- (1) Each consumer shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law.
- (2) Each consumer has the right to receive services suited to his or her condition in a safe, sanitary and humane treatment environment regardless of race, religion, gender, ethnicity, age, degree of disability, handicapping condition, or sexual Unofficial Copy: OAC Title 450:15 24 Effective 10/01/2017 orientation.
- (3) No consumer shall be neglected or sexually, physically, verbally, or otherwise abused.
- (4) Each consumer shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. A consumer shall participate in his or her treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged for those consumers adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. Additionally, each consumer shall have the right to the following:
 - (A) Allow other individuals of the consumer's choice to participate in the consumer's treatment and with the consumer's consent;
 - (B) To be free from unnecessary, inappropriate, or excessive treatment;
 - (C) To participate in consumer's own treatment planning;
 - (D) To receive treatment for co-occurring disorders if present;
 - (E) To not be subject to unnecessary, inappropriate, or unsafe termination from treatment; and
 - (F) To not be discharged for displaying symptoms of the consumer's disorder.
- (5) Every consumer's record shall be treated in a confidential manner.
- (6) No consumer shall be required to participate in any research project or medical experiment without his or her informed consent as defined by law. Refusal to participate shall not affect the services available to the consumer.
- (7) A consumer shall have the right to assert grievances with respect to an alleged infringement on his or her rights.
- (8) Each consumer has the right to request the opinion of an outside medical or psychiatric consultant at his or her own expense or a right to an internal consultation upon request at no expense.
- (9) No consumer shall be retaliated against or subjected to any adverse change of conditions or treatment because the consumer asserted his or her rights.

Your Rights at NorthCare

In providing services for you, NorthCare intends to support and protect your fundamental human, civil, and constitutional rights. As a NorthCare consumer, you have specific rights, some of which are guaranteed by the Mental Health and Drug or Alcohol Abuse Services Bill of Rights. A Synopsis of this Bill of Rights, as provided in OAC 450:15-3-27, is provided on Page 4 of this Handbook. You have additional rights that are also outlined below

- 1) You have a right to be treated with respect and dignity and receive services conducted in a manner reflecting quality professional and ethical standards of care.
- 2) If you are an adult consumer of NorthCare services, you have the right to designate a family member or other concerned individual as a Treatment Advocate. The Treatment Advocate may participate in your treatment planning and discharge planning to the extent you consent served and as permitted by law.
- 3) You have the right to make a complaint to your Local Advocate. (contact information included in this manual).
- 4) You have the right to contact the *Oklahoma Department of Mental Health and Substance Abuse (ODMHSAS) Consumer Advocacy Division* - Phone: (Local) 405.248.9037; (Toll-Free): 1.866.699.6605 OR the *ODMHSAS Office of Inspector General* – Phone: (Local) 405.248.9037; (Toll-Free): 1.866.699.6605.

(more rights listed in privacy practices, page 5)

Treatment Advocate

As a NorthCare client, you have a right to select a friend or family member as your treatment advocate.

- 1) **What is a treatment advocate?** A treatment advocate is a person who is identified and named by any adult consumer of behavioral health services to serve as a partner in his or her recovery. This may be a family member, a spouse or partner, someone from a self-help organization, or anyone else you wish to name.
- 2) **Do I have to select a treatment advocate?** This is completely voluntary. No consumer can be forced or coerced in any way to name or not name a Treatment Advocate or level of involvement.
- 3) **What does the treatment advocate do?** They may participate in your treatment planning and discharge planning to the extent you permit.
- 4) **How does it work?** You will be asked to complete a form each time we update your treatment plan asking if you want to name or change your treatment advocate. Anyone you designate must agree to participate and adhere to all the rules of confidentiality.

Advanced Directives

Any NorthCare adult consumer can complete an advance directive to guide their treatment in case of a crisis or mental health hospitalization. Ask your clinical team about this.

Privacy Practices

NorthCare is committed to protecting information about you that we create as part of our services or receive from other providers. We want you to be fully informed about this information, how we protect it, and how we use that information. When you start services, a paper copy of NorthCare's privacy practices will be given to you at the screening or intake. The Notice of Privacy Practices is posted at all of our facilities. You may also print a copy of NorthCare's privacy practices from our website at www.northcare.com. If you would like more information or if you would like to exercise one or more of these rights, contact the Privacy Officer: Connie Schlittler, 405-858-2836.

Texts, E-mail, and Voice Mail. To provide better communication between our staff and our consumers, you can give permission for us to contact you by text messaging, e-mail, or leave a voice mail message on your phone. This is part of our consent for treatment. This is generally for appointment reminders or to return calls. **Social Media.** NorthCare provides information on social media sites such as Facebook and Twitter. To assure your privacy, we request consumers not provide personal information or make treatment requests on NorthCare's social media sites.

Privacy Practices Summary-Your rights

1. You and/or your legally authorized representative have the right to access health information in your clinical record. The process to request access to read or receive a copy of your clinical record is as follows: You and/or your legally authorized representative must request and complete the Consent for Release of Confidential Information form. You can obtain a Consent to Release Confidential Information form from your provider and/or any staff member of NorthCare. The Consent for Release of Information form will be submitted to the Clinical Records Department and reviewed by the Performance Improvement Officer, Privacy Officer, or Executive Clinical Leadership. NorthCare has thirty (30) days to process the request for your clinical records. By law, a reasonable fee may be charged for making copies. NorthCare's current fee is \$.25 per page.
2. You and/or your legally authorized representative have the right to request a review for a denial of access to medical records if the denial is made on the following basis: A) A licensed mental health professional has determined in the exercise of professional judgment that access to the medical record is reasonably likely to endanger the life or physical safety of you or another person. B) The requested health information in the medical record refers to another person who such other person is a health care provider and a licensed mental health professional, in the exercise of professional judgment, that the access is reasonably likely to cause substantial harm to such other person. C) The request for access is made by you and/or your personal representative and a licensed mental health professional has determined, in the exercise of professional judgment, that the provision of access to such personal representative is reasonably likely to cause substantial harm to you or another person.
3. You and/or your legally authorized representative have the right to request an amendment of health information in your clinical record for as long as NorthCare has the information.
4. Northcare participates in a Health Information Exchange (HIE). An HIE is an entity or group of entities that collect medical records you have in different places when you get healthcare and makes them available electronically to the providers treating you. At this time, Northcare uses the HIE to access records regarding services you may have received at another treating provider.
5. You and/or your legally authorized representative have the right to request confidential communication by alternative means or at alternative locations. (Alternative means may include contacting you by telephone; alternative location may include an alternative address, other than home address).
6. You and/or your legally authorized representative have the right to an accounting of disclosures of health information in your clinical record.

How to File a Grievance

NorthCare is interested in know about your concerns, complaints, and/or

grievances. You are encouraged to speak to any NorthCare staff member if you are not satisfied with any aspect of your treatment. If your concern is not satisfied by talking to a staff member, you or a NorthCare staff assisting you should contact the Program Manager. The Program Manager will respond to your concern in two business days. After talking to agency staff, if your concern is not resolved to your satisfaction you are encouraged to use the grievance procedure below.

Local Advocates

You have a right to make a complaint to a Local Advocate. Some of the ways the local advocate can help you:

- 1) Assistance in filing a grievance
- 2) Assistance with questions or information about NorthCare including the facility, admission and discharge process, etc.
- 3) Assistance with questions regarding your treatment and help assure your needs are being met.

Grievance Policy

- 1) You have the right and are encouraged to communicate your grievance to a NorthCare staff member, local advocate, or program representative. There will be no retaliation for filing a grievance.
- 2) You have the right to file a formal grievance. You may request a form from your Local Advocate or any staff member. Please fill out the grievance form and return it to the Local Advocate or any staff member.
- 3) If you are uncomfortable filling out a grievance on your own, you may request your Local Advocate or any staff to assist you. Local Advocates are **Paul Williams or Kelli Hart (Meridian Campus) or Agata Karch or Rachael Picon (General Pershing Campus)**. **Contact them at (405) 858-2700 or ask at the front desk.**
- 4) Written grievances should be forwarded to Grievance Officers **Paul Williams or Kelli Hart (Meridian Campus) or Agata Karch or Rachael Picon (General Pershing Campus)**. **Contact them at (405) 858-2700 or ask at the front desk.**
- 5) In the instance where the grievance officer is the subject of the grievance, the grievance will be forwarded to Randy Tate, CEO. At any point in the process, you may request an advocate for assistance. NorthCare's Grievance Officer will assist you in obtaining an advocate.
- 6) The time frame for addressing and attempting to resolve your grievance is no more than fourteen (14) days after the receipt of the grievance by the Grievance Officer.
- 7) You will be mailed a written notice of the grievance outcome and steps for appealing the outcome from the Grievance Officer. Appeals will be addressed to Randy Tate, CEO.
- 8) Through this process you have a right to contact, make a complaint, and/or appeal the grievance outcome to the **Oklahoma Department of Mental Health and Substance Abuse Services Consumer Advocacy Division: 2000 N. Classen Blvd., E600, Oklahoma City, OK 73106 or call 405-248-9037 or Toll-free at 800-699-6605**. Local advocates or grievance officers can assist you in contacting ODMH-SAS.

Rules and Responsibilities

In addition to rights as a consumer, you also have responsibilities.

- 1) You shall treat other consumers and NorthCare personnel with courtesy.
- 2) You shall participate at your highest ability to develop your treatment plan and in the services and activities that it includes.
- 3) You are responsible for expressing your service needs and preferences to NorthCare staff.
- 4) You are responsible for making your concerns known to NorthCare staff. You may be contacted by a Program Manager/Supervisor to answer questions about your services, providers, and/or treatment at NorthCare.
- 5) You shall not threaten violence or act violently with other consumers or agency personnel. Such actions will result in denial of services or restricted privileges for participation in services.
- 6) You shall not possess weapons of any kind while participating in agency services. Possession of weapons while participating in agency services are strictly prohibited and will result in discontinuation of services.
- 7) You shall not be intoxicated from the use of alcohol, illicit/street drugs, or the misuse of prescription medications while participating in services at NorthCare. If you drive yourself to a NorthCare program or service and appear to be intoxicated and impaired in the judgment of clinical staff, you will be restricted from participating in services at that time. Alternative transportation arrangements will be offered. If alternative transportation arrangements are refused and you insist on driving yourself from NorthCare, the police will be notified. In the event you utilized NorthCare transportation, you will be restricted from participating in services at that time and returned home.
- 8) You shall not bring illegal drugs or other unauthorized, mind-altering, or intoxicating substances into any NorthCare facility, including legal drugs such as alcohol. NorthCare considers the term "illegal drugs" to include any drug substance for which possession or sale is prohibited by state and federal laws, including but not limited to: amphetamines, cannabinoids, cocaine, phencyclidine, hallucinogens, methaqualone, opiates, barbiturates, benzodiazepines, narcotics, synthetic narcotic, designer drugs or a metabolite of any of these substances. In addition, NorthCare considers the term "illegal drugs" to include lawful controlled substances, which have been illegally or improperly obtained.
- 9) You shall not leave any personal property at NorthCare. Any personal property left at NorthCare for more than thirty (30) days may be discarded.
- 10) You shall not bring any animal into a NorthCare facility unless the animal is a service animal. (see *Animal Policy*).

- 11) You are responsible for paying the agreed-upon fee at the time services are rendered and will be charged for the session unless you called twenty-four (24) hours in advance of the scheduled appointment time. You may not be rescheduled if you do not show for one (1) appointment or miss two (2) consecutive appointments.
- 12) If you bring a child or youth under the age of eighteen (18) years with you to NorthCare, you are responsible for supervising the child at all times while the child is at NorthCare. It is strictly prohibited for children to be left unattended at NorthCare.
- 13) If you are a parent/guardian with a child under the age of eighteen years, who is receiving services at NorthCare, you are responsible for remaining in the NorthCare waiting area while the child is receiving services. This responsibility is for safety purposes. If this responsibility creates a burden, the parent or guardian may consult the child or youth's primary provider.
- 14) You shall acknowledge an understanding that in entering treatment, you must conduct yourself in such a way to protect yourself and others from exposure to, or transmission of, any infectious or communicable disease including sexually transmitted diseases. This could include wearing a mask and maintaining a least six feet between yourself and others.

Restriction of Privileges

Please note: you will not be denied services at NorthCare because you experience problems related to substance use or mental illness. However, several NorthCare programs restrict consumer privileges because of concerns with alcohol, drugs, or violence. If you are participating in one of these specific programs, a staff member will give you information about the restriction of privileges.

It is the policy of NorthCare not to use seclusion or restraint. NorthCare's staff receive training in Therapeutic Options, a non-violent crisis intervention

Animal Policy

The only animals allowed into NorthCare facilities are "service animals". According to the Americans with Disabilities Act (ADA), "**Service animal**" means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals under this definition. The work or tasks performed by a service animal must be directly related to the individual's disability." As instructed by the ADA, dogs that are not trained to perform tasks that mitigate (make less severe) the effects of a disability, including dogs that are used purely for emotional support, are not service animals.

Any person presenting with an animal other than a dog will be reminded of NorthCare's policy and asked to remove the animal from the premises. If an individual presents to NorthCare with a dog whom the individual identifies as a service animal, he/she may be asked two questions:

1. Whether the service animal is required because of a disability; and/or
2. What work or task the service animal has been trained to perform.

Any such service animal must remain under the control of its handler at all times while at NorthCare. A service animal shall have a harness, leash, or other tether, unless either the handler is unable because of a disability to use a harness, leash, or other tether, or the use of a harness, leash, or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means). NorthCare is not responsible for the care or supervision of a service animal.

A person with a disability and a service animal may be asked to remove the service animal from the premises if: 1) The dog is out of control and the dog's handler does not take effective action to control it or 2) the animal is not housebroken.

"Service animal" means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.



Tobacco Policy

NorthCare is committed to providing a safe and healthy environment and to promoting the health and wellbeing of its consumers and staff. NorthCare is further committed to protecting visitors to NorthCare facilities from exposure to tobacco products.

NorthCare recognizes tobacco use as the number one preventable cause of disease and death in the United States. It is the policy of NorthCare to be tobacco-free.

NorthCare prohibits the possession and use of any tobacco product by consumers, staff, and visitors on the grounds of and within any NorthCare facility, NorthCare vehicle, or NorthCare sponsored event. Additionally, for facilities leased by NorthCare, tobacco products shall also be prohibited within 20 feet of NorthCare facility entrances and exits. Staff shall not use tobacco products while providing services in a consumer's home or while transporting a consumer.

Tobacco products include any nicotine delivery product or device that is not approved by the U.S. Food and Drug Administration (FDA) for nicotine dependence treatment including but not limited to: cigarettes, electronic cigarettes, cigars, cigarillos, blunts, little cigars, roll-your-own, shisha tobacco (hookahs), dissolvable tobacco (orbs, sticks, strips), snus, cream or dry snuff, dokha, gutka, bibis, kreteks, topical tobacco paste, tobacco gel, tobacco water, tobacco gum (not to be confused with nicotine gum for cessation purposes), and any other product containing tobacco.

Tobacco Use Cessation Assistance. NorthCare is committed to providing support to all NorthCare consumers and staff who wish to stop using tobacco products. NorthCare is committed to ensuring that NorthCare consumers and staff have access to assistance, including, but not limited to the following:

- Educational information regarding the health impact of prolonged tobacco use.
- Assessment of tobacco use and desire for cessation assistance; including tobacco cessation treatment into the integrated comprehensive treatment plan which is reviewed and updated every six (6) months.
- Evidence-based behavioral interventions for tobacco use cessation provided by NorthCare staff trained by ODMHSAS.
- Screening for tobacco use and referral to 1-800-QuitNow and/or prescription of tobacco cessation medications, as appropriate.
- Referral assistance to 1-800-QUIT NOW (784-8669), Oklahoma's Tobacco Helpline, a free service for all Oklahomans wishing to stop the use of tobacco products. Through the Helpline, participants receive one-on-one coaching and may receive free nicotine patches or gum.

Fee Agreement

No one is denied services due to an inability to pay. A sliding fee scale (reduced fees) based on your family size can be set up with verification of income. NorthCare's contractual obligation is to render screening, crisis intervention, case management, and medication clinic services to individuals when NorthCare is capable of providing that service.

It is important for you to understand: If you are capable of paying for services, you are expected to do so. You will be charged according to your ability to pay, based on your family income, number of persons in your family, etc.

Insurance, Medicaid (SoonerCare), Medicare, or certain government contracts may pay for some or part or all of your services. You are expected to help NorthCare collect payment from these third-parties. You may be asked to bring information or forms from your insurance company and assign insurance payment to NorthCare.

If you obtain insurance or your insurance changes, please let us know immediately of this change. As a courtesy, we will verify benefits and provide an estimate of fees associated with your coverage and will bill insurance on your behalf. Copayment/coinsurance is due when services are rendered.

No Show/Cancellation Policy

If you fail to show for a scheduled appointment, you may be rescheduled at a later date **when openings are available. An appointment not canceled 24 hours in advance will be considered a failed appointment. If you do not pay our expected payment at the time of services, you may not be rescheduled until the fee is paid or arrangements are made by the business office.**

If it is verified that you have no income, you will be screened for eligibility benefits.

If you fail to cooperate in this process of obtaining benefits, you will be responsible for the payment of fees at the full NorthCare rate.

Fee Agreement for Court Appearances

NorthCare employees will work with District Attorney's and individual judges. NorthCare employees will not render an opinion in custody or other kinds of civil case for any party. A subpoena disrupts not only the schedule of the provider who is subpoenaed, but also all the consumers who had appointments set during the day of the subpoena.

If you need to request a court appearance by a NorthCare employee, please have your legal counsel contact NorthCare's Vice President for Clinical Operations to arrange for witness testimony at least one week before the requested subpoena date and to pay the applicable full day rate for any NorthCare employee at least two days in advance of any subpoenaed court appearance.

Further, if another party subpoenas a NorthCare employee in a case in which you are involved because of custody or guardianship, you shall agree and ensure that your legal counsel will recognize the subpoenaed employee as a witness. Your legal counsel shall move to protect the subpoenaed employee by filing a Motion to Quash such subpoena, informing all other parties and attorneys about NorthCare's court appearance policy, and taking any other steps necessary to protect the subpoenaed employee. You shall pay for such legal services. If a NorthCare employee is required to appear in the court, the daily rate below shall apply. The party who caused the subpoena to be issued is responsible for payment in full. Public entities, including court systems, are exempt from fee assessment. Payment must be made at least two business days before the appearance date, in the form of a certified or cashier's check or money order.

Please note that a subpoena is not sufficient to release records or provide testimony. NorthCare's records, including an employee's testimony, are protected by state and federal confidentiality laws. You can sign a release of information. Without a Release of Information, a judge's order is required.

Staff Category	Staff Time	Parking & Travel	Total Rate, per day
Physicians (MD, DO)	\$2,148	\$35.00	\$2,183
Licensed Therapist (LCSW, LPC, LMFT, LBP)	\$684	\$35.00	\$719
Nurses (RN, LPN), Rehab Specialists, Case Managers, Family Preservation Specialists	\$523	\$35	\$558

Safety

The safety of consumers, visitors and staff are of utmost importance to us. As such, we would like to review some safety items with you.

- 1) Should you ever feel unsafe in any way, please immediately notify reception or any staff member.
- 2) NorthCare has a team of trained staff called the CARE Team available to assist in any emergency. Should an emergency arise, a staff member will provide instructions to help keep you safe.
- 3) Staff or volunteers will escort you while you are in the facility except in the waiting area or restroom. This helps ensure confidentiality and your safety.
- 4) Staff will provide instruction and support in an emergency. Should you need to evacuate the building while in the waiting area or restroom, please exit by using the front door where you came in the building. Staff will provide instruction on any evacuation situation.
- 5) If there is a need to take shelter or evacuate the building while you are in a session or group, please follow the directions of your staff escort.
- 6) Should you need First Aid, please notify any staff and they will access First Aid kits located in the receptionist area. If you are bleeding or you see someone else bleeding, please notify staff immediately for assistance. Blood or other fluids can carry disease and universal precautions such as using gloves and washing hands must be followed.

Voting Rights

If you are interested in registering to vote, please contact reception. We are committed to helping anyone eligible to vote, to exercise that right.

In Case of Emergency

NorthCare 405-858-2700
(answered 24 hours a day/7 days a week)

Medical Emergencies Call "911"

Poison Control 1-800-222-1222

Report suspected child abuse or neglect 1-800-522-3511

Additional Resources



Resource questions Call "211"



NorthCare Location 405-632-6688



800-421-1641 or 405-521-1302



A Program of TSET



www.mystrength.com
Access code: NCoutpatient
Use your personal e-mail to login

Personalized digital tools to help improve mental health and overall well-being with the options to focus on stress management, self-care, depression, anxiety, substance use disorders, chronic pain, sleep disturbance, and coping strategies for COVID 19.



Medication Refills 405-858-1784
Pharmacy 405-858-1780

Support groups are available for children, families and adults. A list of these resources is available at the front desk or your clinical team.



Adult Outpatient

2617 General Pershing Blvd
Oklahoma City, OK 73107

Family Treatment Services

4436 NW 50th Street
Oklahoma City, OK 73112

Contact us at: 405-858-2800
www.northcare.com

Key funding partners



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