



Client Handbook

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Welcome:

Welcome to Quinco Mental Health Center! We are devoted to helping you and others by providing the best care. We appreciate your allowing us to help.

Quinco provides services in 12 facilities in 7 Southwest Tennessee counties. Typical daily operations occur Monday through Friday from 8:00 AM to 4:30 PM, excluding agency holidays. Holidays include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days), and Christmas (5 days). If there is a mental health emergency when the Center is closed, call 1-800-467-2515.

Quinco Mental Health Center will keep your personal information in our secure electronic health record system. This will allow you access to services at any of our locations, if needed and prescribed. Your information will be kept confidential. Our staff cannot discuss your information with anyone outside of Quinco, except as permitted by law.

This Client Handbook will answer the following questions (in a general way) that are asked most often about the therapy process.

- What are the risks and benefits of treatment?
- How are money matters handled?
- What are the rights and responsibilities of the client?
- How do I have my complaints or concerns addressed?

After reading this handbook, we can discuss how the information applies to you. This handbook is yours to keep as a reference. Please write down any questions, and feel free to discuss them with your therapist. The Quinco staff assigned to coordinate your services is your **Service Coordinator**. This person will generally be your therapist or Care Coordinator. Your Service Coordinator will be responsible for completing follow-up work when you discontinue or no longer require services from Quinco. Also, when you have finished reading the handbook and believe that you understand the information, we will ask you to sign a **Consent for Treatment** that you have read or have requested that sections be explained to you, and that you understand the information in the Orientation Handbook.

ABOUT OUR BEHAVIORAL HEALTH TREATMENT SERVICES

We view treatment as a partnership. During your initial session, a qualified clinical member of the Quinco staff will, with your help, complete a diagnostic assessment. The assessment aims to gather information about your life in an organized way. This information will be used, with your awareness and approval, to assist in formulating a plan of care. This care plan will guide you as we help you transition from one place to another. Much of this will be discussed by the end of your second appointment. We desire to work collaboratively with you to identify your strengths, needs, abilities, and preferences (SNAP). We will work with you to identify areas of your life that merit attention and, if addressed with time and effort, should yield positive changes. Early in our work together, we will also discuss discharge planning and the possibilities for how your life might look after your work with Quinco ends.

Behavioral health treatment requires your active involvement. It requires your best effort to change your thoughts, feelings, and behaviors. We need you to ask questions and express your thoughts, feelings, and preferences to succeed. You need to assert your thoughts and opinions regarding our recommended interventions. Please inform us what works and what we need to improve. You have the right to treatment in the setting that least interferes with your freedom, while effectively and safely

treating the issues that may be causing difficulty in your life. Please familiarize yourself with our facility by noting the locations of emergency exits, fire suppression equipment, and first aid kits (See Building Layout).

You have the right to know the credentials, qualifications, and professional experience of those who provide your treatment. If you are not given that information initially, please ask. Together, we will develop a treatment plan that outlines the areas of change you want, specific goals, and the methods we will use to help you reach them. From time to time, we will review our progress and goals. If needed, we will change the direction of our work together.

You have the right to participate in all decisions regarding your care. You are responsible for providing honest and truthful information so we can best help you. As we have pointed out your rights, we also need and expect your cooperation in attending all appointments on time. Uncooperative and/or other noncompliant behaviors may result in a restriction or termination of services by Quinco. Your Service Coordinator might help you develop a contingency plan that, if successfully completed, could provide a foundation for consideration to restore restricted or terminated services.

Because behavioral health problems are so often linked with medical issues, it is our policy to try to keep in contact with your primary care physician (PCP). This is important in helping to coordinate your treatment. Under most circumstances, we must receive your written permission before contacting your physician. We will ask for this permission during your first visit with us.

Practicing new skills is an integral part of treatment. We will ask you to practice outside our meetings, and we will work together to set up homework assignments. You may need to work on your relationships and commit to permanent change to achieve the best results. The change will sometimes be quick and easy, but more often, it will be gradual and challenging, and you will need to keep trying. There are no instant, painless cures and no "magic pills." However, you can learn new ways of looking at your problems that will be very helpful for changing your feelings and reactions. If medication is prescribed for you, you have the right to know the name of the medication and any possible side effects.

You should not stop your treatment without serious thought. If you wish to stop your treatment at any time, we ask that you agree to meet for at least one more session to review our work together. We will review your progress and suggest more work that needs to be done.

There are no guarantees about the effectiveness of treatment, the procedures used, or the number of appointments necessary to meet your goal. However, you do have the right to expect quality care, that treatment procedures are required and appropriate, and that they conform to the professional standards of the state and behavioral healthcare community. Quinco's Quality Improvement Program will monitor these concerns on your behalf.

THE BENEFITS AND RISKS OF RECOVERY FROM MENTAL ILLNESS & SUBSTANCE USE

Any treatment process has risks and benefits; you should think of both when making your treatment decisions. For example, while in therapy, you may experience intense feelings of sadness, guilt, anxiety,

anger, frustration, loneliness, helplessness, or other negative emotions. You may also recall unpleasant memories from your past. And, some people in your community may mistakenly think that anyone receiving therapy is weak, disturbed, or even dangerous. Problems can also worsen briefly at the beginning of treatment. Most of these risks are expected when people make essential life changes. Finally, even with our best efforts, there is a risk that your treatment may not be successful.

As you consider these risks, you should also know that scientific research has shown the benefits of therapy. People who are depressed may find their mood improving. Others may no longer feel afraid, angry, or anxious. In treatment, people can talk things out fully until they feel better, or the problems are solved. Your relationships and coping skills may also improve significantly.

Recovery may include, but is not limited to the following:

- Strength-Based: focused on talents, skills, positive self-worth, new roles, and activities.
- Peer Support: engaging with clients, increased sense of belonging, and interaction.
- Respect: valuing self/others, appreciation for society, or an increased range of participation.
- Hope: motivated for a better future, overcoming barriers, and starting towards recovery.

You have the right to accept or refuse treatment. You also have the right to receive information about the suggested treatment and what might happen if you refuse treatment. It is entirely your choice whether to receive treatment, and you will be asked to provide written permission for us to provide it. However, if an emergency or a court of law requires you to receive treatment, refusing treatment may have negative consequences.

WHAT TO EXPECT FROM OUR RELATIONSHIP

State laws and professional ethics require us to keep what you tell us confidential (private). We can only discuss information about you or your treatment in certain limited situations. Because of these privacy rules, your therapist must always act professionally. Therapists are not permitted to “be your friend,” even if you would like them to be. So, if you meet your therapist on the street or at a gathering, they may not say hello or talk to you very much. Their behavior will not be a personal reaction to you but rather a way to maintain the confidentiality of the therapeutic relationship.

According to ethical guidelines, they can only be your therapists. They cannot:

- have any other role in your life;
- be a close friend or socialize with you (now or ever);
- be a therapist to someone who is already a friend;
- have sexual or romantic relationships with you during, or after, the course of therapy; and,
- participate in a business relationship with you.

QUINCO CODE OF ETHICS

Quinco Employees Should:

- Serve our clients with devotion, loyalty, and determination.
- Make every effort to foster self-determination for our clients.
- Respect the privacy of our clients and confidently hold all information obtained during professional service.
- Treat colleagues and the persons they serve with respect, courtesy, fairness, and good faith.
- Maintain high standards of personal conduct as a Quinco employee.
- Strive to become and remain proficient and competent in performing professional functions.
- Act by the highest standards of professional integrity and impartiality.
- Adhere to commitments made to Quinco and made by Quinco.
- Work to improve Quinco's policies and procedures, as well as the efficiency and effectiveness of its services.

ABOUT YOUR APPOINTMENTS

Your first appointment with us will take between 45 minutes and an hour. During this appointment, we will gather your information and give you basic information about us. Your therapist and treatment plan will determine the length and regularity of future appointments.

An appointment is a commitment by both of us—we both agree to meet and be on time. If we cannot start on time, we ask for your understanding—emergencies sometimes delay us from meeting with you. If you are late, we may be unable to meet for the full time, as your therapist will likely have another appointment after yours.

A canceled appointment will delay our progress. We consider our appointments with you very important and ask you to do the same. Please try not to miss it. Please give us at least 24 hours' notice when you must cancel. It is hard for us to fill a canceled appointment unless we know at least 24-hours in advance.

FEES, PAYMENTS, AND BILLING

Quinco Community Mental Health Centers is a private, not-for-profit health care organization financed by individual fees, federal, state, and local government funds, and contributions. If you are entitled to insurance benefits for mental health services, you may find that these sources will pay for part, or perhaps all, of the cost of the services you receive. The Center will accept assignments for TennCare and other contractual arrangements provided that the services offered are eligible under these contracts.

HEALTH INSURANCE COVERAGE AND PAYMENTS

Many different companies write health insurance. We may not be able to tell you what your plan covers. Please read your insurance plan booklet to find out what your plan covers. This information is often found under the headings "Outpatient Psychotherapy" or "Treatment of Mental and Nervous

Conditions". You may also call your insurance company to learn what you need to know. We will contact your insurance company during your first visit to find out what your plan covers. Verifying your insurance benefits does not guarantee payment. We will assist you in obtaining any payments due by your insurance company. However, it is your financial responsibility to make payment promptly.

IF YOU HAVE TENNCARE

If your health insurance is through TennCare, a managed care company's plan will decide what kind of care you can receive. The plan has rules, limits, and procedures that we should discuss.

To help you with your health insurance benefits, we will send information about you to your managed care company (if you have one) or an insurance company agent. These companies are now asking for more details on the client. They often want to know about your problems, symptoms, family, work-life, etc. The insurance company or your managed care company will review this information.

IF YOU HAVE A BEHAVIORAL OR EMOTIONAL CRISIS

You or your family members should call our Mobile Crisis Team if you have a mental health crisis. A member of the Mobile Crisis Team will talk with you by phone and decide if we need to see you in person. We believe that people recover best from a crisis when they are involved in developing a plan to cope with the crisis. Recovery from a crisis seems to work best when a person is in a safe place similar to their usual life situation. Please call this toll-free number for help 24-hours a day, 7 days a week:

QUINCO MOBILE CRISIS – 1-800-467-2515 or 988 (Adults 18+ years of age)

YOUTH VILLAGES MOBILE CRISIS – 1-866-791-9227 (Youth under 18 years of age)

INQUIRY AND APPEALS (COMPLAINTS) PHILOSOPHY AND PROCEDURE

The Inquiry and Appeals (formerly Complaint/Grievance) process is a procedure through which clients and/or their representatives can voice comments, concerns, or dissatisfaction regarding services received at any Quinco facility. The Inquiry and/or Appeal (I/A) may be expressed at any time. The staff at every Quinco facility is committed to implementing all reasonable safeguards to ensure that clients are free to voice comments about services without fear of reprisal and with the confidence that the issue will be investigated appropriately and that the resolution will be communicated to the complainant.

All clients are provided with information and encouraged to ask questions about the Inquiry and/or Appeal process at Intake.

At any point, a client may file an Inquiry or Appeal by speaking with a member of the Quinco staff, or the client may elect to complete the Inquiry and Appeal form privately. The form is available in the lobby of each Quinco office.

If the client is agreeable, Center staff may informally resolve the issue as an Inquiry. All Inquiries will be given prompt and careful attention. If a client is dissatisfied with the outcome of the Inquiry, they may file an Appeal. If the client decides to use the Appeal process and is a TennCare member, they have the option to contact the TennCare Solutions Unit (TSU) directly (Phone 1-800-878-3192) or to request that Center staff assist with completing the Appeal form and forwarding it to TSU.

EARLY AND PERIODIC SCREENING, DIAGNOSIS, AND TREATMENT

EPSDT is a federally mandated program for all states that receive federal Medicaid (TennCare) dollars. Services related to health history, physical examination, lab tests as appropriate, immunizations, vision/hearing screening, developmental and behavioral screening, and advice on how to keep your child healthy are among the relevant services covered under the EPSDT program. This program is available to TennCare-eligible clients who are less than 21 years of age based on medical necessity. For more information, contact the TennCare Information Line at 1-800-669-1851.

AGENCY SERVICES AND PROGRAMS

Clinical

- Individual & Family Counseling
- Alcohol and Drug Counseling
- Child & Adolescent Therapy
- Adolescent Co-Occurring Day Treatment

Psychiatric Services

- Psychiatric Evaluation
- Psychiatric Medication Service

Inpatient Services

- Referral to Local Hospitals for Psychological Evaluation and/or Additional Intervention
- Referral to Private Psychiatric Hospitals
- Referral to Western Mental Health Institute

Recovery Services

- Continuous Treatment Teams for Adults and Children
- Care Coordination
- Independent Living Assistance
- Residential Housing Program
- Job Readiness Training
- Job Placement
- Peer Support Centers
- WRAP Training
- Family Support Services
- Community Support Counseling
- Criminal Justice Liaisons

Crisis Services

- 24 Hour Crisis Response Team
- 24 Hour Crisis Warmline Service
- Crisis Companion Service
- On-Call Crisis Counselors
- Crisis Respite Shelters
- Family Support Service

Prevention Services

- Project BASIC – Elementary Wellness Program
- Planned Respite – Children’s Respite Program
- ReUnion Program – Reunification Service for Juveniles Returning from State Placement
- School-Based Behavioral Health Liaisons

Consultation and Education Services

- Speaker’s Bureau
- Mental Health Consultation to

- Community Agencies
- Public Information

- Staff Training

SPECIAL PROGRAMS

Quinco has the professional staff and potential to develop programs to address the unique needs of a specific community. If you believe Quinco staff might assist members of your community with a particular challenge, feel free to contact the nearest Quinco office.

RESIDENTIAL SERVICES

Supervised Living

Quinco has affordable housing for qualified persons needing supervised assisted living. Quinco currently offers three supervised housing options: two for men and one for women. Two group homes are located in Bolivar, TN (male and female), and one male group home is located in Jackson, Tennessee. Each home will accommodate nine (9) residents. Below, please find a brief description of each of our supervised group homes:

Water Street Group Home

Location: Bolivar, Tennessee

The Water Street Group Home is for male residents and is located two blocks from the Bolivar town square. At this home, residents receive professional supervision 24 hours a day, 7 days a week. In addition, residents are offered and encouraged to participate in activities that enhance decision-making, personal care, and other skills related to increased self-reliance. Water Street is governed by policies and procedures developed by the Department of Housing and Urban Development (HUD) for the 811 HAP program. Residents are charged rent that equates to thirty (30) percent of their Adjusted Gross Income. In addition, each resident is charged a monthly board fee based on income.

Tate Road Group Home

Location: Bolivar, Tennessee

The Tate Road Group Home is for female residents and is located on the Northwest side of Bolivar in a quiet residential setting. The residents are supervised twenty-four hours a day, seven days a week. They are offered and encouraged to participate in activities that nurture skill development in multiple areas of their lives. Rent and Board fees are based on the residents' income.

Fairway Group Home

Location: Jackson, Tennessee

The Fairway Group Home is for male residents and is located just off Highland Avenue in a beautiful residential setting. The residents are provided supervision twenty-four hours a day, seven days per week, and activities to increase living skills are included in the services offered. Fairway is governed by rules and policies developed by the Department of Housing and Urban Development (HUD), the HUD SHP program for the Homeless. Residents are assessed rent equivalent to thirty (30) percent of their Adjusted Gross Income. In addition, a monthly board charge is calculated according to income.

Rent Assisted Independent Living

Avalon Apartments, Bolivar, TN

Raintree Apartments, Savannah, TN

These two properties have been developed in Bolivar and Savannah for residents seeking affordable independent living. Rent is calculated according to adjusted income, and the prospective resident must sign a one-year lease. Each of these properties has four apartments. Applications will be made available for residents seeking this level of independent living.

TELEHEALTH SERVICES:

Quinco Mental Health Center offers telehealth services via Microsoft Teams when in-person services are not available. Telehealth allows you to meet with your provider remotely instead of in person. Participation is **voluntary**, and you may stop at any time.

Benefits & Risks

Benefits may include:

- Convenience and easier access to care
- Less travel time

Possible risks include:

- Technology problems (internet, audio, video)
- Limits in seeing body language
- Small risk to privacy if others can hear or access your session

Confidentiality

Your privacy is important. Quinco uses secure systems, but you should:

- Be in a private place during sessions
- Do not record sessions without permission

Your Responsibilities

- Be available at your scheduled time
- Use a private, safe location
- Provide your current location at each session (in case of emergency)

Emergencies

Telehealth is **not for emergencies**. If you are in crisis:

- Call 911
- Call/text **988** (Suicide & Crisis Lifeline)
- Go to the nearest emergency room

ADVANCED CARE DIRECTIVES

The Board for Licensing Health Care Facilities was charged by the Health Care Decisions Act of 2004 with developing and approving advance directive forms. The Advance Directive Task Force recommended three forms to the Board. The Board approved the three forms listed below for use as models by all health care facilities throughout Tennessee. The downloadable forms are available on the Department of Health's website (www.state.tn.us/health) or the Department of Mental Health's website

www.state.tn.us/mental) along with other information such as the Health Care Decisions Act, the board-approved rules and regulations about advance directives in Tennessee, frequently asked questions (FAQ), and a PowerPoint tutorial to assist clients in understanding the new law and model forms. The three model forms include the following:

1. **Advance Care Plan** - serves as a living will and is completed by an individual who is competent to make future health care decisions in which they may lack the capacity to make decisions about their healthcare.
2. **Appointment of a Health Care Agent** – serves as a form to be used by an individual who only wants to appoint a health care agent and not complete the additional information on the Advance Care Plan. The appointed agent will be able to make health care decisions for the individual if at any time they become incapacitated; and
3. **Physician Order for Scope of Treatment (POST)** – serves as a Universal Do Not Resuscitate (UDNR) and includes end-of-life treatment options to be discussed between the physician and their patient. The UDNR is required to accompany all patients when transferred or discharged to other health care settings.
4. **Declaration of Mental Health Treatment** – describes what a service recipient wants to occur when he/she receives mental health treatment. It describes mental health services that a service recipient might consider, the conditions under which the Declaration may be acted upon, and directions on how a service recipient can revoke a Declaration.

Note: These forms may be obtained at each Quinco facility.

IMPORTANT INFORMATION FOR PATIENTS RECEIVING MEDICATIONS

Due to the large number of persons wanting to see us, we must set and follow these appointment guidelines:

- **If you must cancel, try to cancel at least 48 hours ahead of time** so we may give your appointment slot to someone else who needs our services.

- **Arrive at least 15 minutes early. Check in with the receptionist.**
 - First Medical Appointments are scheduled for 45 minutes –
 - If you are more than 15 minutes late for your first appointment with the psychiatrist or nurse practitioner, you will not be seen by the psychiatrist or nurse practitioner.
 - You will be asked to return another day.

 - Medication Checks are scheduled for 15 minutes –
 - If you are more than 5 minutes late for your appointment, your appointment time will be given to someone else.
 - You may then wait for another cancellation to be worked in. We cannot guarantee that we will be able to work with you.

- **About Calling In Medications:**
 - If you have to cancel or are late to your appointment, your psychiatrist or nurse practitioner may or may not choose to call in your prescriptions; it will depend on how consistent you have been in keeping your appointments and whether canceling or being late is part of a consistent pattern on your part.

 - Quinco is under no obligation to call in your medications. We do so as a courtesy to patients actively participating in their treatment.

 - Quinco will not renew a prescription for a controlled substance without first seeing you.

 - Quinco will not call in medication changes without first seeing you.

- **About Frequent Missed Appointments:**
 - For your treatment to work, you must attend scheduled appointments with your counselor and psychiatrist/nurse practitioner.

 - If you feel your treatment is not working, please tell your counselor and/or psychiatrist/nurse practitioner.

 - If you miss too many appointments, Quinco may discontinue treating you. In that event, you will be given the names of other providers in the area from which you could seek treatment.

Thank you. Your cooperation and understanding are appreciated.

NOTICE OF PRIVACY PRACTICES

This Notice describes how medical information about you may be used and disclosed, and how you can access this information. Please review it carefully.

We care about our patients' privacy and strive to protect the confidentiality of your medical information at this practice. New federal legislation requires we issue this official notice of our privacy practices. You have the right to the confidentiality of your medical information, and this practice is required by law to maintain the privacy of that protected health information. This practice must comply with the terms of the Notice of Privacy Practices currently in effect and provide notice of its legal duties and privacy practices regarding protected health information. If you have any questions about this Notice, please contact the Privacy Officer at this practice.

Who Will Follow This Notice

Any health care professional authorized to enter information into your medical record and all employees, staff, and other personnel at this practice who may need access to your information must abide by this Notice. All subsidiaries, business associates (e.g., a billing service), sites, and locations of this practice may share medical information for treatment, payment purposes, or health care operations described in this Notice. Only the minimum necessary information needed to accomplish the task will be shared, except where treatment is involved.

How We May Use and Disclose Medical Information About You

The following categories describe ways we may use and disclose medical information without your consent or authorization. Examples are provided for each category of uses or disclosures. Not every possible use or disclosure in a category is listed.

For Treatment. We may use your medical information to provide you with medical treatment or services. Example: When treating you for a specific condition, we may need to know whether you have allergies that could affect which medications we prescribe.

For Payment. We may use and disclose your medical information to bill you for the treatment and services you receive from us and to collect payment from you, an insurance company, or a third party. For example, we may need to send your protected health information, such as your name, address, office visit date, and codes identifying your diagnosis and treatment, to your insurance company for payment.

For Health Care Operations. We may use and disclose your medical information for health care operations to ensure you receive quality care. Example: We may use medical information to review our treatment and services and evaluate the performance of our staff in caring for you.

Other Uses or Disclosures That Can Be Made Without Consent or Authorization

- As required during an investigation by law enforcement agencies
- To avert a serious threat to public health or safety
- As required by military command authorities for their medical records
- To workers' compensation or similar programs for the processing of claims
- In response to a legal proceeding
- To a coroner or medical examiner for identification of a body
- If an inmate, to the correctional institution or law enforcement official
- As required by the US Food and Drug Administration (FDA)
- Other healthcare providers' treatment activities
- Other covered entities' and providers' payment activities
- Other covered entities' healthcare operations activities (to the extent permitted under HIPAA)

- Uses and disclosures required by law
- Uses and disclosures in domestic violence or neglect situations
- Health oversight activities
- Other public health activities

We may contact you to provide appointment reminders, information about treatment alternatives, or other health-related benefits and services that may be of interest to you.

Uses and Disclosures of Protected Health Information Requiring Your Written Authorization

Other uses and disclosures of medical information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you give us permission to use or disclose medical information about you, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we cannot take back any disclosures we have made with your permission and must retain our records of the care we provided you.

Your Rights Regarding Your Medical Information

Complaints. Suppose you believe your privacy rights have been violated. In that case, you may file a complaint with the Privacy Officer at this practice or the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing. You will not be penalized or discriminated against for filing a complaint.

Right to Request Restrictions. You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment, health care operations, or to someone involved in your care or the payment for your care. We are not required to agree to your request. If we agree, we will comply with your request unless the information is needed to provide emergency treatment. You must submit your request in writing to the Privacy Officer at this practice to request restrictions. In your request, you must specify which information you want to limit.

Right to Request Confidential Communications. You have the right to request how we should send communications to you about medical matters, and where you would like those communications sent. To request confidential communications, you must make your request to the Privacy Officer at this practice. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted. We reserve the right to deny a request if it would unreasonably burden the practice.

Right to Inspect and Copy. You have the right to inspect and copy medical information that may be used to make decisions about your care. Usually, this includes medical and billing records, but does not include psychotherapy notes, information compiled for use in a civil, criminal, or administrative action or proceeding, and protected health information to which access is prohibited by law. To inspect and copy medical information that may be used to make decisions about you, you must submit your request in writing to the Privacy Officer at this practice. If you request a copy of the information, we reserve the right to charge a fee for the costs of copying, mailing, or other supplies associated with your request. We may deny your request to inspect and copy in certain circumstances. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by this practice will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the review's outcome.

Right to Amend. If you feel that the medical information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept. To request an amendment, your request must be made in writing and submitted to the Privacy Officer at this practice. In addition, you must provide a reason that supports your request. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if we did not create the information, it is not part of the medical information kept at this practice, it is not part of the information you would be permitted to inspect and copy, or it is deemed inaccurate and incomplete. If we deny your request for amendment, you have the right to file a statement of disagreement with us. We may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal. Statements of disagreement and any corresponding rebuttals will be kept on file and sent out with any future authorized requests for information about the appropriate portion of your record.

Right to an Accounting of Non-Standard Disclosures. You have the right to request a list of the disclosures we have made of your medical information. To request this list, you must submit your request to the Privacy Officer at this practice. Your request must state the period for which you want to receive a list of disclosures, which must be no longer than 6 years and may not include dates before April 14, 2003. Your request should indicate the form you want the list in (e.g., on paper or electronically). The first list you request within 12 months will be free. For additional lists, we reserve the right to charge you for the cost of providing the list.

Right to a Paper Copy of This Notice. You have the right to a paper copy of this Notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy. To obtain a paper copy of the current Notice, please request one in writing from the Privacy Officer at this practice.

Changes To This Notice. We reserve the right to change this Notice and to make the revised Notice effective for medical information we already have about you and for any information we receive in the future. We will post a copy of the current Notice with the effective date in the upper-right corner of the first page.

YOUR RIGHTS AS A CLIENT...

In today's health care environment, you must know as much as possible about your rights. This Center is a member of the Tennessee Association of Mental Health Centers, which has adopted a Client Bill of Rights. More detailed information about these rights is available; ask your counselor, therapist, or the center's business office. What follows is a list of your fundamental rights as a client. Please read this carefully and feel free to ask questions about anything that's not clear to you.

Right to Dignity: You have the right to be treated with consideration, respect, and full recognition of your dignity and individuality. You have the right to be protected from abuse, neglect, and exploitation.

Civil Rights: You retain all your rights when participating in this program. This includes the right to participate in (or not participate in) any community activities. We will not deny services or otherwise discriminate based solely on your race, national origin, sex, age, religion, or handicap. We will assist you in any way we can in exercising your civil rights.

Right to be Informed: When you become a client of Quinco, you must be fully informed of your rights and responsibilities, along with the limitations of these rights.

Right to Consent: You can authorize treatment by providing your informed, voluntary written consent, except in emergencies or special situations, such as a court commitment.

Right to Treatment Plan: An individual treatment plan must be developed for you. You will be informed of the treatment options available to you, and you have the right to help make decisions about your treatment with the staff. If you cannot understand and make treatment decisions, an authorized representative may be appointed to make decisions for you. If you disagree with this, you will have a chance to object. You will also be informed if a waiting period for treatment is necessary.

Confidentiality & Records: Your records are confidential and will be released only with your consent or that of your authorized representative, or by court order, except in emergencies or as otherwise required or permitted by law.* You have the right to inspect and copy your records at your own expense, except where it would harm you. In that situation, a lawyer, doctor, or psychologist you choose can see your records on your behalf. If you feel there are mistakes in your record, you can ask to have them corrected, and if the program doesn't change what you think is an error, you can place your statement about the error in your record.

Least Restrictive Setting: You can be treated in the setting that is least restrictive and appropriate to your needs. When relating your difficulties, both reasonable privacy and adequate time will be provided.

Work Performed By Staff: You can't be required to perform services ordinarily performed by staff.

Right to Voice Grievances: If your rights have been violated, you can complain without fear. This program has a written procedure for handling grievances, which you can see on request.

Right to Outside Assistance: If you feel your rights have been violated and would like outside assistance, you can call advocates and advocacy organizations. A list of these is given at the end of this brochure.

Continuity of Care: You have the right to expect reasonable continuity of care should you need to be referred to another agency.

*** Exceptions to Confidentiality:**

Suppose you express threats to cause serious harm or death to another person. The Quinco Mental Health Centers staff must inform the intended victim and appropriate law enforcement agencies in that case. Suppose you express a serious intent to harm or kill yourself severely. In that case, the Quinco Mental Health Centers staff is obligated to seek those interventions that are appropriate to avoid harm or death to you. This could include pursuing involuntary hospitalization for your protection if you are unwilling to or unable to accept treatment. If a court of law issues a legitimate subpoena, the Quinco Mental Health Centers staff must provide the information specifically described in the subpoena. If a court of law orders you to undergo a treatment or test, the results of the treatment or test ordered must be revealed to the court. Tennessee legal statutes require that any person associated with the Quinco Mental Health Centers suspecting child abuse and/or neglect report it to the Department of Children's Services. Legal statutes allow any psychiatrist or physician to reveal information or records regarding you or your care if, for any reason, you should file a lawsuit against your physician.

ABOUT MEDICATION...

- You have the right to refuse medication.
- If you agree to take medication, you must inform the Quinco physician of all your medications.
- You must tell the Quinco physician if you are pregnant, become pregnant, or intend to become pregnant.
- You must tell the Quinco physician if you want to nurse a child.
- You must tell the Quinco physician if you are allergic to the medication.
- You have the right to be told of the side effects of all medications prescribed by the Quinco physician and to ask questions about such medications.

TennCare Doctor Shopping Reporting Requirements

- In 2007, the Tennessee General Assembly amended a law requiring prescribers to report TennCare patients as "doctor shoppers."
- A physician who cooperates with local law enforcement as required by this statute and provides appropriate medical records or documentation will not violate HIPAA for providing records without patient authorization. (45 CFR § 164.512(f))

As a Quinco client, you have the responsibility...

- to cooperate with Quinco staff in your treatment and treatment goals.
- to be courteous to other clients by Quinco and staff
- to relate your difficulties to Quinco staff as honestly and thoroughly as possible.
- to ask questions about any aspect of your treatment you do not understand.
- to inform the Quinco staff if you disagree with any aspect of your treatment.
- to be prompt in paying bills for Quinco Mental Health Center services.
- to inform Quinco staff of any changes in name, address, phone number, etc.
- to ask questions about any forms you may be asked to sign that you do not fully understand.
- to cooperate with the liaison workers from the mental health centers regarding your follow-up care and treatment.
- to keep scheduled appointments you and your worker have agreed upon.
- to take your medication(s) if any are prescribed as recommended and report any new problems you have.

ADVOCACY SERVICES

The following persons and organizations are available to help you if you feel your rights have been violated and need outside assistance:

The Tennessee Protection & Advocacy Agency

2693 Union Avenue Ext., Suite 100
Memphis, Tennessee 38112
1-800-392-0265

National Alliance for the Mentally Ill of Tennessee (NAMI)

5410 Homberg Dr., Suite 4
Knoxville, TN 37919
1-800-467-3589

Information on contacting other advocacy organizations, such as the Mental Health Association of Tennessee, local Mental Health Associations, and the Tennessee Association of Mental Health Consumers, can be obtained by contacting:

Tennessee Department of Mental Health and Developmental Disabilities Office of Consumer

Affairs

5th Floor, Cordell Hull Building
425 5th Avenue, North Nashville,
Tennessee 37247 (615) 532-6767

SECLUSION AND/OR RESTRAINT

One of the fundamental beliefs of Quinco Community Mental Health Center is that clients, staff members, volunteers, and other service clients should benefit from an environment free from threats to their physical safety. Quinco management believes that clients should not be routinely subjected to either seclusion or restraint as traditionally defined by and practiced in psychiatric institutions and treatment organizations. To the greatest extent possible, Quinco will continually identify and eliminate environmental factors that may promote maladaptive behaviors requiring behavioral management intervention.

Agency Policy 2210 recognizes, however, that situations may occur that require behavioral management intervention to prevent self-injury, injury to others, or severe disruption to the therapeutic environment. In such cases, Quinco policy allows the use of “therapeutic holds” as defined by the CPI training program.

This policy also recognizes “time out” as a legitimate and effective form of behavioral management and clinical intervention, but distinguishes it from seclusion as historically practiced in traditional psychiatric settings. (For clarification, Quinco does not use mechanical or chemical restraining devices of any sort and does not utilize “lock-up” as a means of involuntary seclusion).

This policy precludes the use of standing orders as authorization for applying therapeutic holds and time out. Behavioral management techniques will not be used as punishment or for the convenience of the staff.

Verbal De-escalation:

- 1) In emergencies where a client appears to represent a threat to the physical safety of himself/herself or the therapeutic environment, staff members will first attempt to diffuse the situation through non-physical means of intervention, e.g., crisis de-escalation counseling, verbal confrontation, etc.

Timeout:

- 2) Timeout is the voluntary separation of an individual from regular program participation. This may be accomplished by asking the individual to leave the program area voluntarily to move to another area. (i.e. disruptive behavior agitating others)

Therapeutic Holds:

- 3) In those emergencies in which the staff deems that physical intervention is required to prevent self-harm, harm to others, or severe disruption of the therapeutic environment, staff members trained and certified in CPI techniques are authorized to apply therapeutic holds as may be required to de-escalate the situation and/or until appropriate assistance arrives; Therapeutic holds will be used only for the time it takes to de-escalate the situation. Staff members will use the minimum necessary force to control the situation when applying a therapeutic hold. They will administer the hold(s) in a pain-free, harmless manner, with consideration given, if known, to the physical, developmental, and abuse history of the client. Every effort will be made to avoid physical restraint when it involves a child, adolescent, or person with special needs. When unavoidable, special care will be made to exert the minimum force necessary to control the situation.

If the situation is not de-escalated within five minutes of the therapeutic hold being introduced, law enforcement and the mobile crisis team will be summoned.

QUINCO SMOKING POLICY

To provide for a smoke/vapor-free environment for staff and clients while also allowing for a personal choice to smoke to be exercised in an environment that does not expose others to second-hand smoke.

Staff and clients are encouraged not to smoke or use e-cigarettes, but their rights to do so are respected as long as non-smokers are not subjected to second-hand smoke or vapor. Quinco service areas, waiting areas, vehicles, and residential facilities are designated as “smoke/vapor free”. Persons choosing to smoke or use e-cigarettes will be permitted to do so only in designated, well-ventilated smoking areas outside of the buildings.

HANDLING OF DRUGS BROUGHT INTO THE AGENCY

We desire an environment that is free from the presence of illegal drugs as well as legally prescribed or over-the-counter medications that are not required to be taken during the time the staff or client is on the Quinco premises or requested to be brought to an appointment by the staff provider.

Staff and clients are prohibited from transporting any illegal drug onto the Quinco grounds. This includes the parking areas as well as within the facilities. In addition, only those legal medications – prescribed or over-the-counter – must be consumed or administered while staff or clients are on the Quinco premises. The exceptions to this are: 1) when the client has been requested by staff to bring their medications to an appointment, and 2) when the residential client must store medications at a Quinco-operated residence.

Quinco staff will report to the Executive Director any incidence of the transport of illegal drugs onto the Quinco premises. The Executive Director will treat this as a critical incident.

The Office Manager will secure illegal drugs brought onto Quinco premises. The alleged illicit drugs will be held until a legal remedy can be determined. The Office Manager will consult with the Executive or the Clinical Director to determine an appropriate course of action. Administrative personnel will seek legal consultation regarding the proper disposition of the substance. If the client refuses to allow the drugs to be confiscated, law enforcement will be notified. In most cases, the Executive Director will confer with the agencies' attorney to determine the appropriate action. Confidentiality will be preserved within the limits of the law.

MAINTAINING A SAFE ENVIRONMENT

Quinco Mental Health Center strives to provide a safe environment and to alert all employees to potential hazards to themselves and others.

Quinco Mental Health Center will conduct fire drills and educational in-services to teach employees how to respond to threats, hazards, and/or potential harm.

Each Quinco Mental Health Center employee can participate in CPI (Nonviolent Crisis Intervention) or Crisis Intervention and Resolution training.

Should a Quinco Mental Health Center employee receive a threat over the phone against themselves, others, or the building occupied by Quinco Mental Health Center, the employee will immediately notify their supervisor. The supervisor will then decide who to notify next (i.e., the Executive Director, the Clinical Director, or law enforcement officials). The person who is being threatened will be kept in a secure place. Should the threat be to a building occupied by people, all persons will be evacuated.

Should a Quinco Mental Health Center employee be confronted with an immediate potential threat to their physical person, they will use techniques learned in crisis training to de-escalate the situation by being supportive and directive. As a last resort, physical intervention shall be used to protect the employee or any other person physically threatened. After the intervention, the staff will be provided an opportunity for debriefing.

REGARDING WEAPONS ON QUINCO PROPERTY

Clients should not bring weapons (e.g., firearms, cutting devices, etc.) onto Quinco property. Our policy states that if a Quinco employee observes a resident/client or non-client possessing a weapon (e.g., knife, firearm, other) while on Quinco property, he/she should immediately inform the Office Manager. The Office Manager (OM) shall use his/her professional judgment to confer with the person or to call the authorities. If the OM perceives a danger, they or whoever they direct should call the authorities. The OM will monitor the situation and do what he/she can to ensure safety until the authorities arrive. If the OM confers with the resident, he/she should ask the person to relinquish the weapon until his/her departure. If deemed appropriate, the weapon will be returned as the person departs. If in the professional judgment of the OM, an element of danger persists, he/she should hold the weapon until a safe avenue to return the weapon can be determined. In some instances, it may be necessary to seek legal advice.

Quinco Locations

Chester County Center

925 East Main Street
Henderson, TN 38340
(731)989-3401 • Fax (731) 989-3838

Decatur County Center

259 W. Main Street
Decaturville, TN 38329
(731)852-3112 • Fax (731) 852-3222

Hardeman County Center

10710 Old Highway 64
Bolivar, TN 38008
(731)658-6113 • Fax (731) 658-6165

Hardin County Center

1410 Pickwick Road
Savannah, TN 38372
(731)925-5054 • Fax (731) 925-5699

Henderson County Center

844 Natchez Trace Drive
Lexington, TN 38351
(731)967-8803 • Fax (731) 967-8784

Madison County Center

45 Executive Drive
Jackson, TN 38305
(731)664-2111 • Fax (731) 664-1988

McNairy County Center

641 East Poplar Avenue
Selmer, TN 38375
(731)645-5753 • Fax (731) 645-9885

ACCESS Admissions Office

1-800-532-6339 • Fax (731) 658-1597

Adolescent Day Treatment

Riverside High School
4250 Highway 641 S. Decaturville, TN
38329 (731) 852-3941

Fairway Group Home

114 Fairway Blvd. Jackson, TN 38301
(731) 660-5250 • Fax (731) 512-1931

Harris-Treece Group Home

333 South Water Street
Bolivar, TN 38008
(731)658-7550 • Fax (731) 658-7567

Tate Road Group Home

570 Tate Road
Bolivar, TN 38008
(731)658-9145 • Fax (731) 658-9106

Horizon of Bolivar

a peer support center

428 W. Market Street
Bolivar, TN 38008
(731) 403-3000 • Fax (731) 403-3002

Horizon of Savannah

a peer support center

903 Florence Road
Savannah, TN 38372
(731)925-7790 • Fax (731) 925-7792

Mobile Crisis

1-800-467-2515 or 988

*When calling the mobile crisis line please identify yourself as a client of Quinco.

Tennessee Relay Center

1-800-848-0298 (TTY)

1-800-848-0299 (Voice)

Quinco Mental Health Center receives funding from the TN Dept. of Children Services, Dept. of MH/SAS, and TennCare.