Henrico Area Mental Health & Developmental Services

Client Orientation Handbook

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Welcome to Henrico Area Mental Health & Developmental Services

It is our pleasure to welcome you to our services. We are committed to assisting you through your recovery process. This handbook contains basic information about HAMHDS' mental health, substance use disorders, and developmental disabilities services. In addition to this handbook, some of our programs also have their own orientation handbook that is specific to the services they provide.

Agency Vision

- We serve people experiencing the effects of or at risk for mental illness, developmental disabilities, and substance use disorders.
- We envision an inclusive, healthy, safe community where individuals lead full and productive lives.

Agency Values

- Excellence, Dignity and Partnership

Program Eligibility and Discharge Criteria

- The agency provides services to individuals of any age who live in Henrico, Charles City or New Kent Counties, or individuals who live outside of the counties but have been court-ordered for evaluation and/or treatment through the Henrico, Charles City or New Kent courts.
- All individuals will be provided with initial screening to determine the most appropriate program and level of service to meet the individual's needs. Following the initial screening, a full clinical assessment will be done to determine how we can help you address your concerns.
- For developmental services, an eligibility assessment must be completed before any services are initiated.
- Many services are provided on an outpatient basis, but there can be a variety of services provided, such as case management, medication management, day support and residential services, depending upon the individual's needs and preferences.
- Individuals are discharged from services 1) at the request of the individual, 2) when the individual moves out of the area, 3) when the individual fails to participate in treatment, and 4) when a court-ordered evaluation process is completed and no follow-up services are recommended or requested.

Information on Emergency Services

- The Emergency Services Program (ESP) is a 24-hour/7 day a week service provided to anyone in Henrico, New Kent, or Charles City Counties.
- This program provides emergency mental health, substance abuse, and pre-hospital assessments and treatment to anyone who is experiencing a serious and life threatening psychiatric crisis.
- ESP is open onsite at the Woodman Road Complex every day from 8:00am till 9:00pm. After 9:00pm, skilled clinicians are available by phone. This service is provided to anyone regardless of their ability to pay or if they are a client of Henrico Area Mental Health & Developmental Services.
- To get crisis help, call **(804) 727-8484**. If needed,

the clinician will arrange to meet you at the Woodman Road site during open hours or at a prearranged location after-hours for a face-to-face assessment and treatment.

- If you are not experiencing a serious or life threatening crisis, please contact your clinician/case manager during the next business day.

If someone is experiencing a medical emergency, even if it is related to a substance use or mental health crisis, call 911 immediately for emergency medical attention before calling us.

Hours of Operation at Outpatient Offices

All locations are open Monday through Friday from at least 8:30am until 5:00pm. The Woodman Road and East Center offices open at 7:30am. Some evenings offices are open until 9:00pm., depending upon the location.

Financial Assessment and Payment Expectations

- On the day of the initial appointment, a financial review is done to collect insurance and financial information to determine your responsibility for charges of services received.
- The agency accepts most insurance coverage for services, however, not all services are covered and some services may require prior authorization.
- If you do not have insurance and/or cannot afford to pay, your fee will be based on your income, family size and service needs.

Appointment Guidelines

Initial Assessment

- If you are requesting services for a mental health or substance use concern, you may go to one of our same day access walk-in clinics where you will be able to meet with a clinician for your initial assessment. The Access Line phone number is (804) 727-8515.
- For information on eligibility and screening for intellectual and developmental services call (804) 727-8546.

Follow-Up Appointments

- At the end of your first appointment for MH or SA services, the front desk will schedule your follow-up appointment at a time and day that works best for both of you.
- Please call your provider as soon as possible *(at least 24 hours in advance)* if you discover you cannot make your appointment time and need to reschedule.
- When receiving mental health or substance use services, if we have not heard from you for ***30 days***, your case may be closed. If your case is closed, you will need to go back through our same day access walk-in clinic again if you would like to receive further services.

Health and Safety Information

Henrico Area Mental Health & Developmental Services wants all of the agency's facilities to be safe, clean, and easy for everyone to get around.

- In order to make sure that everyone is safe in an emergency (such as a fire or medical emergency) we regularly conduct drills to train staff. If you are in one of our buildings during a drill, please remain calm and follow the instructions of the staff member you are with or nearest to. If the building needs to be evacuated, staff will direct you to the nearest exit.
- If you receive services in any day or residential program, you will also receive special training on infection control and prevention. If you participate in day, residential, or community-based services, you may also receive information on reducing physical risks.
- If you have any questions, please feel free to ask any staff member.

Program Rules

- All agency buildings and vehicles are non-smoking facilities.
- Weapons are not allowed into agency buildings or vehicles, except as required by Public Safety employees.
- Illegal drugs are not allowed on agency property.
- Specific programs may have additional program rules; you will be given that information if attending such a program.

Participation in Treatment and Discharge Planning

- All agency clients participate in planning their services and planning for discharge.

Physical Examination and Primary Care Physician Communication

- At the start of services, we encourage you to get a physical examination, or to get us a copy of a recent (within 12 months) physical examination. This is to make sure we consider your physical health as part of your assessment.
- Primary care services are located at both our Woodman and East Center locations. Please talk to your case manager or clinician for more information.
- We also will ask for your permission to communicate with your Doctor so we can coordinate services. However, your clinician/case manager may disclose your health information to other health care providers to help them treat you.
- If you do not have a doctor and need help getting one, please tell your clinician/case manager and we can help you find one.
- Henrico Area Mental Health & Developmental Services cannot pay for a physical examination.

Client Outcomes

Henrico Area Mental Health & Developmental Services wants to provide the best possible services.

- To make sure we are always improving, we need to find out what has been helpful. No information is used that identifies you in any way.
- We will never make you answer any questions, but we appreciate it when you do.
- We also want to know if you were satisfied with the services you received. We might send you some questions in the mail after you finish services, to get your feedback and find out how you are doing.
- If you have any questions, please feel free to ask any staff member.

Confidentiality Policy and HIPAA

Refer to the *Privacy Notice* for more information about confidentiality practices.

Audiotaping, Videotaping, and Observation

To make sure we are doing the best we can, staff get training and supervision. Your clinician/ case manager may ask for your permission to have your meetings taped or watched by other staff. You can refuse at any time, and we will not do it without your permission.

Human Rights Reporting and Appeal Procedures

We are committed to protecting your rights. If you think you have not been treated according to your rights, then you can make a complaint.

Human Rights Reporting

You can make a report to any Agency staff member or directly to the Agency's Human Rights Coordinator (804) 727-8514.

Investigation Procedures

- The Agency's Human Rights Coordinator will look into your report.
- An investigation will occur.
- There are two possible results; Founded or Unfounded.
- A report of the finding will be sent to you and your authorized representative, advocate or parent as applicable.

Procedure for Appealing Disposition of Human Rights Complaint

- If you are not pleased with the finding, or action plan you can appeal it to the Agency's Executive Director.
- The appeal must be made within five (5) working days of the date on which the client is advised of the right to appeal.
- If you are not satisfied with the decision of the Executive Director, an appeal can be made to the Local Human Rights Committee, followed by an appeal to the State Human Rights Committee (see the complete policy for details and deadlines).
- At any time in the appeal process, you may communicate with the State Department of Behavioral Health and Developmental Services' Office of Human Rights Advocate at 888-207-2961.