



ViaQuest Psychiatric & Behavioral Solutions

Client Handbook for
Mental Health Services



Table of Contents

Introduction to ViaQuest Psychiatric & Behavioral Solutions.....	3
Mission/Vision/Values	3
Services Overview	4
Assessment	4
Therapy/TBS.....	4
Medication Management	4
Telehealth.....	4
Pharmacogenetics	4
Deaf, Deaf Blind, and Hard of Hearing Services	5
Interpreting Services	5
Pharmacy Services.....	5
Crisis Intervention Services	5
The Benefits & Risks of Treatment.....	5
Confidentiality	6
Payment Requirement & Fees	6
Payment/Insurance	6
Private Pay/Sliding Fee Scale	6
Hours of Operation	6
Agreeing to Treatment.....	6
Transition/Discharge.....	7
Social Media.....	7
Orientation.....	7
Policies & Rules:.....	7
Outcome Measurement	7
Satisfaction Surveys	7
Behavior Management.....	7
Seclusion & Restraint (Holds).....	8
Smoking, Alcohol & Drug Use.....	8
Weapons	8
Controlled Substances.....	8
Dispensing & Administering Services.....	9
Legal Disclaimer	9
Expectations of Clients	9
Role of Client.....	10
Role of Family & Support Team	10
Mental Health Client Rights	10
Nondiscrimination & Accessibility	11
Reporting Abuse & Neglect	11
Complaints & Conflicts:.....	12
Additional Important Contacts	13
Complaint or Incident Notification Form	14
Notice of Privacy Practices & Acknowledgment.....	15
Handbook Acknowledgment.....	18

Introduction

Since 1999, ViaQuest Psychiatric & Behavioral Solutions (VPBS) has helped and supported clients. VPBS has services for clients who are having a hard time with mental health issues, substance issues, behavior problems, and clients with intellectual and developmental disabilities (IDD) who also have mental health issues in Ohio.

VPBS believes all clients have the right to be valued members of society. The goal of VPBS is to provide hope and a place that supports clients in meeting their goals in life.

VPBS provides one-on-one care to clients in places that are comfortable and the best for them. We offer services to children, teens, and adults with mental health and behavioral needs. We also provide specialized treatment for clients who have an IDD diagnosis, people who have trauma, the aging population, and marriage and family therapy.

Our clients are supported by a team that includes mental health therapists, case managers, behavioral support specialists, nurses, Advanced Practice Registered Nurses (APRN), and collaborating psychiatrists that help work on all parts of a client's mental health.

MISSION

The purpose of ViaQuest is to serve:

- > **Clients** – by providing services that make a difference in their lives.
- > **Employees** – by treating them with dignity and respect while providing opportunities for personal and professional growth.
- > **Communities** – by doing the right thing.

VISION

ViaQuest will become the company of **CHOICE**.

VALUES

The values of ViaQuest are:

- > **Customer Service** – We anticipate the needs of all our internal and external customers and provide solutions at the right time, in the right place and with the right attitude.
- > **Humor** – We take our work seriously, but have fun doing it. Laughter heals.
- > **Ownership** – Everyone makes a difference. We are proud of the passion we put into what we do.
- > **Integrity** – We are genuine and honest about who we are. We do what we say we will do.
- > **Creativity** – We are problem solvers. We are always looking for new ways to approach challenges. We provide unique solutions.
- > **Excellence** – We will do whatever it takes to provide the highest level of care to the clients we serve.

Services Overview

VPBS is certified by The Ohio Department of Mental Health and Addiction Services (ODMHAS) to provide mental health and substance abuse services. These services are case management that includes Community Psychiatric Supportive Treatment (CPST) and Therapeutic Behavioral Services (TBS), Crisis Intervention Services, and general services. General services include mental health and substance abuse assessment, therapy, and medication management.

VPBS is always working towards excellence in services we provide. VPBS has the highest accreditation level awarded by CARF (Commission on Accreditation of Rehabilitation Facilities) and can provide Outpatient Treatment (therapy), Case Management/ Service Coordination, and Crisis Intervention Services for clients we serve.

Assessment

Assessments will be completed to see what services clients may qualify for. Staff will work with clients in creating their individualized treatment plan (ITP) with goals and objectives that will focus on the client's reason for requesting services. During treatment, staff will work with clients to meet their goals and give any suggestions in regards to services, resources, and working towards a successful discharge. With the client's consent, we encourage family members or other support people to be part of the assessment process and the development of treatment goals as well as the treatment and services client is receiving to promote best client care. If needed, education regarding advanced directives will be given during the assessment process and worked on in treatment.

Therapy/TBS

VPBS can provide mental health therapy and TBS (case management) services in both individual and group settings. Depending on where the client lives, services can be provided in person, or can be done via telehealth—online. Therapy services include talk therapy in which people can work through mental health concerns/issues. TBS services can include advocacy, coordination, mental health education, coping skills transportation, development, and resource gathering for social service needs including resources for transportation. Per regulations, case management services cannot be provided to people who are enrolled in assertive community treatment (ACT), intensive home-based treatment (IHBT), or receiving

residential substance use disorder treatment services. Client can have concurrent services with substance use services while also receiving mental health services at VPBS.

Medication Management

VPBS offers medication management services provided by Advanced Practice Registered Nurses (APRN) who collaborates with psychiatrists and licensed nurses (LPN/RN). Our APRNs can complete psychiatric evaluations to determine if medications are the best choice to help manage clients mental health issues. Clients can receive medication management services based on clients medically necessary ' needs; minimally every 90 days. . VPBS nurses and APRNs also provide follow-up care and answer medication questions that may come up. Between appointments, nurses can speak to clients if they have questions about medications and talk about their medications' side effects.

At this time, VPBS only serves clients who have an IDD diagnosis, deaf, deaf blind, or hard of hearing, and within contracted long term care facilities for medication management. All other services can be provided to all people who have mental health issues.


When clients have a medication management appointment they will need to make sure to bring a list of their medications.

Telehealth

VPBS can provide medication management, therapy and TBS services via telehealth. When signing up for telehealth services, VPBS staff will explain requirements, and risks and benefits of having services remotely. When telehealth is provided, the client must have a reliable internet connection, a device to support the telehealth applications and a telephone in case the client and therapist need to make arrangements due to difficulties. A client should be in a location that promotes their personal privacy and be in agreement to confirm their location for each session and be accepting that in a crisis the VPBS clinician may use their emergency contacts for safety planning.

Pharmacogenetics

Our genes play a large part in how our bodies break down medications. In fact, our genes can even impact medication dosages that work best and tell what side effects or harsh reactions we could have. With VPBS's Pharmacogenetics program, we can use this as an added tool to



prescribe medications. While Pharmacogenetics is not a sure answer to prescribing, it can help find the right medications. Pharmacogenetics uses a client's gene profile, along with physical and environmental items, to help diagnose or treat disease, illness, pain, or behaviors. The Pharmacogenetics program is provided to clients who have ongoing medication management services.

By swabbing the inside of the cheek, we can see if the client can process medications in their body to help figure out the best treatment. The results allow for a made-to-order treatment plan to be created and can support the likelihood of a good outcome.

VPBS's pharmacogenetics program may benefit clients and their loved ones by:

- > Improving their life, allowing clients to be more alert and engaged
- > Potentially providing more options
- > Potentially reducing drug interactions and possible side effects
- > Reduces drug trails in prescribing the best medicines and dosages for clients
- > Reducing the risks of falls, nausea
- > Reducing the number of times going to the hospital

Deaf, Deaf Blind, and Hard of Hearing Services

VPBS is aware of how Deaf people's lives are shaped by their identity and the things they go through as members of this cultural language group. This is why VPBS has a special team of therapists and case managers who are Deaf, Hard of Hearing, and Hearing who know American Sign Language (ASL) to better serve clients who are Deaf, Deaf/Blind and Hard of Hearing with emotional, mental and behavioral health needs. Our Deaf Service Team is committed to:

- > Offering safe, confidential and open-minded mental health services,
- > Creating a culturally sensitive mental health and deaf-friendly place for our client's and their families,
- > Providing on-going communication using American Sign Language,
- > Improving lives with empowerment and positive change,

- > Using Deaf centered framework of therapy and create a practice grounded in Deaf-centered ideas.

Interpreting Services

VPBS is committed to removing communication barriers for clients and their families in need of mental health treatment who speak a foreign language or communicate using ASL by providing translators/interpreters, either in person or by telephone.

Pharmacy Services

VPBS works with a company called Genoa, where pharmacy services can be provided to better serve our clients. If clients/guardians are interested in Genoa pharmacy services, please talk to VPBS staff to see if the client can receive Genoa pharmacy services.

Crisis Intervention Services

Crisis intervention services are only given to active clients who are already receiving services. Crisis intervention is a service that works with clients who have an emergency/crisis. Crisis intervention services can include: crisis assessment, stabilization, and determining safety. All clients will be given contact information for after-hour services in their area, a safety plan, and important contact information later in this handbook.

The Benefits & Risks of Treatment

VPBS staff will talk to clients about the benefits and the risks of having services. There are some possible down sides to treatment such as, experiencing bad feelings and emotions from talking about hard things and life events that brought a client to seek mental health services.. The good side of treatment can include making improvements in the client's life and dealing with mental health issues that led them to go to services. Clients/guardians will sign consent for treatment knowing the risks of receiving treatment. VPBS does not provide motivational incentives for attending services. VPBS does not participate in human research projects; if VPBS chooses to conduct these projects, clients have the right to consent or refuse involvement in the research project.

Confidentiality

VPBS takes the confidentiality of Protected Health Information (PHI) very seriously. VPBS follows all rules with the Health Insurance Portability and Accountability Act of 1996, the Privacy Rule, ARA, HITECH, and Final Omnibus Rule combined called HIPAA. All communications are confidential and can only be released with client/guardian consent or by federal law. VPBS will not release/disclose information unless the client (parent/legal guardian, etc.) has allowed VPBS to do so or there is legal cause. Legal cause to give information can include allegation or suspecting abuse or neglect, the threat of harm to self or others, a court order, or a reportable incident to Ohio Department of Mental Health and Addiction Services (ODMHAS).

Payment Requirements & Fees

Payment/Insurance

VPBS accepts cash, check, major credit cards, Medicaid, Medicare, and some private insurances. Please check with VPBS staff as to what insurance VPBS accepts for the services clients are requesting. Clients are responsible for knowing what services their insurance covers. Clients will need to pay any copays, deductibles, and; clients who choose to be self-pay (not use insurance) will need to pay before their appointment/services. Any lapses in insurance or change in insurance can result in fees the client/guardian is responsible for that will be managed by the billing department where potential bill will be sent to address on file.

Private Pay/Sliding Fee Scale

VPBS has created a sliding fee program to help those with no insurance and limited income and those clients who lose their insurance while they have services. This is done to allow clients to continue their mental health services. The Ohio Revised Code and Federal Statutes report that changes in financial status need to be given to VPBS within fifteen (15 business days of the last service. Should a client's income change while receiving services, clients need to

let VPBS know by phone or in-person and provide paperwork of the change in income.

Suppose a client loses their insurance while receiving services. In that case, the client will be self-paying with their new rate based on the sliding fee scale decided by the client's household income.

The VPBS sliding fee program may change at times based on government funding changes and our rate for services.

Hours of Operation

Services are provided Monday to Friday as well as evenings and weekends when scheduled. Regular office hours are Monday to Friday from 9:00 a.m. to 5:00 p.m. and may be different for each region's office.


VPBS will also close the offices on these holidays:

New Year's Day
Martin Luther King Day
Good Friday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

VPBS has ongoing training for staff to better serve you. There may be days when the office is closed because of in-service training days. Appointments will not be scheduled on these days, and we will post a notice of any in-service days.

Agreeing to Treatment

Clients need to provide at least 48 hours notice when they need to change or reschedule an appointment. If a client has 2 no shows in a row, the client may be discharged from services and sent a discharge letter that will have a list of other mental health providers where they may receive services in the future when they are ready.



If clients come to their appointment more than 15 minutes late, they may need to be rescheduled.

There may be times when a crisis occurs and staff may need to change their schedule. If this happens, the VPBS staff will contact clients as soon as possible to reschedule due to the crisis. If we need to reschedule, we will try and do so as soon as possible.

Transition/Discharge

VPBS provides outpatient mental health services, which means we offer the lowest level of care of services. Depending on the client's symptoms and safety, they may need to be transitioned (moved) to a higher level of care like intensive outpatient treatment (IOP) or hospitalization for a short time or discharged and continue with that service for a time period of more than 30 days.

Clients can be discharged by their own choice or when they meet their goals for treatment. They can also be discharged from services for not following treatment recommendations, for violence, having weapons present during session, or for unsafe behaviors towards staff or while in the office. Community clients will receive a discharge letter letting them know of the discharge and the reason for discharge; within the discharge letter there will be a list of referrals to other mental health organizations if needed. Client may have a chance to reengage in services after discharge if symptoms reoccur or after discussion with Director if compliance or safety concerns were reason for discharge.

Social Media

VPBS staff are not allowed to use any type of social media during client sessions. VPBS staff will talk with clients about personal and professional boundaries connecting/friending/linking etc. on social media is not allowed. Staff cannot be friends with client's on social media. If ViaQuest has an event where any type of pictures or videos are taken, VPBS staff will ensure clients sign the Media Release form if using/posting pictures/videos and documented within their chart.

Orientation

VPBS wants clients to be comfortable during their appointments at the office. Staff can show clients where the exits, fire escape routes, and

weather, and emergency response plans are on fire the offices' extinguishers as well as tornado safe locations and first aid kits. Fire safety, severe weather for all to see. If anyone has questions about fire safety, severe weather, or emergency response, please speak with VPBS staff for them to assist.

VPBS wants to ensure everyone's safety within the office; all bathrooms have proper hand washing directions and hand sanitizer in all the clinics to be used anytime. To keep everyone safe we ask for clients to call and reschedule any in person appointments if clients are sick to help reduce spreading any type of infectious disease.

Policies and Rules

VPBS staff will follow all company policies and procedures and work with clients in making improvements towards their goals and objectives. VPBS staff will follow all policies and rules within the office and all contracted facilities to ensure a safe environment.

Outcome Measurement


VPBS believes that outcome measurements are useful in showing a client's movement during treatment. Outcome measures show a client's progress, if treatment is useful, and if their needs are being met. As a result, clients will be asked to do before, after, and ongoing outcomes to monitor how clients are doing in treatment.

Satisfaction Surveys

At times, clients may be asked to do satisfaction surveys to tell us about their services. Surveys collect information on how clients like their services to allow us to know how to make things better. VPBS takes the results seriously and always wants to make things better for our clients. The results will not have the client's name shown. People can see the results of these surveys posted in our offices, on our website, or on our social media pages. Clients will receive a post-discharge satisfaction survey when they are no longer receiving services at VPBS. It will help make services better for future clients and make sure that VPBS remains the provider of choice. Thank you for your help.

Behavior Management

Physical aggression and verbally threatening behaviors are not allowed towards any VPBS staff or anyone in the offices. If there was ever



physical aggression or any threats made, services may be put on hold or discontinued. Clients may be reassessed by a therapist or NP to decide if services will be restarted.

All VPBS staff are trained to calm a situation or talk through problems. When these skills have proven to be unsuccessful, it may be needed for law enforcement to be called in order to maintain the health and safety of everyone.

Seclusion & Restraint (Holds)

VPBS does not use any type of holds, chemical restraints or major behavioral interventions - meaning VPBS will not use force or physical holds with clients. Physical holds will be used as a last resort in situations of a crisis; when a client shows a clear threat of personal harm to him/herself, others, or property damage that could be harmful. Only AEGIS trained skills of a passive physical holds will be used by trained VPBS staff.

Smoking, Alcohol & Drug Use

VPBS does not allow smoking inside its offices. Smoking outside of the office must be done in marked areas and following local rules. Use and/or having alcohol, legal and illegal drugs are strictly not allowed on VPBS property. If use and/or having alcohol, legal and illegal drugs are brought in to the office, item will be requested to be removed from property immediately.

Prescription medications are only permitted in the office for medication management appointments and only for ARNP to know what the clients are taking. Medications will not be managed by VPBS staff.

When VPBS staff are in a client's home, all clients and visitors should not be smoking and all unsafe items including alcohol, legal and illegal drugs will need to be put away.

Weapons

Weapons of any kind are not allowed in VPBS offices. If this policy is not followed, law enforcement will be called if needed. Local police will safely remove items and potential person from the office for everyone's safety. Weapons are to be locked up and put into a safe area when VPBS staff are in the home providing services.

Any client who does not follow the law maybe prosecuted to the fullest degree of the law.

Controlled Substances

If you are taking medications for recovery of drug usage, you will not be prescribed any 'controlled' medications by VPBS staff. Controlled medications have to be approved and given by medical addiction staff; VPBS does not prescribe for drug usage. If a client is taking a controlled medication, the APRN can work with a client to find a non-controlled medication that can be used instead.

If a client is taking or will take controlled medications like opiates, muscle relaxers, or sleep medications, the client cannot be given a controlled medication. VPBS staff will make a decision on a case by case basis.

If the client is taking a controlled psychiatric medication such as benzodiazepines or ADHD medications, clients may not be able to receive services from VPBS. If VPBS staff continues to work with the client, we will need the following before the first appointment:

- o Records including what medication and dose the client took from the people who saw them before they came to VPBS for medications.
- o Confirm that previous provider knows that medications are now being prescribed by VPBS.
- o Confirm that there are no abuse or dependency concerns.

VPBS staff may ask the client/guardian to sign the Controlled Medication Agreement. Below are some points that will be discussed:

It is important to take medication(s) only as directed; not taking as directed can lead to medical concerns and emergencies.

Medication(s) refills have to be done in person or through a telehealth visit; medications may not be refilled over the phone, and they cannot be refilled before they are due.

It can be harmful to drink alcohol while also taking controlled medication(s).

It is possible to become addicted to controlled medications.

The controlled medication(s) given by VPBS staff can only be refilled by that VPBS staff or his/her point person.

It is important to let VPBS staff know as soon as possible if getting controlled medication from another medical provider.

VPBS staff will look at a report called Ohio Automated RX Reporting System (OARRS) that tracks controlled medications and who prescribed them at every visit. If this report says the client is getting the same medications from VPBS staff and other prescribers or is an unsafe combo of medications, VPBS staff may no longer prescribe the controlled medication(s).

APRN may ask for clients to provide a urine sample any time throughout treatment.

- o A positive test for anything other than the medications prescribed may result in no longer receiving the controlled medication(s). If a positive test is for illegal drugs, the medication(s) may be stopped right away.
- o A negative test for the controlled medication(s) may result in no longer receiving the controlled medication(s).

If a medication(s) are lost or stolen, a client may have to wait until their next session for a new prescription or go to Urgent Care/ ER as needed; VPBS staff may or may not be able to give refill until the client is seen or until a refill is due.

Clients need to attend all scheduled sessions and call the office to cancel an appointment at least 48 business hours ahead of time. Two or more missed sessions without calling to cancel may lead to no longer receiving controlled medication(s).

Reminders:

APRN will be able to teach you what medications are controlled and not controlled.

A controlled medication can be stopped at any time if an APRN finds there are medical concerns.

The client's APRN will be mindful of medications that can be harmful and cause problems in treatment. There are medications that, if taken with other medications, can be harmful to the body. The APRN needs to know all medications a client is taking to address any issues that can occur.

If a controlled medication cannot be used, APRN will talk to the client about other treatment options.

VPBS' goal is to provide the best treatment to reduce the client's symptoms and follow all guidelines and prescribing laws.

Please keep in mind all guidelines are to ensure the safest care for all clients. These guidelines and the agreement will be reviewed with the client to make sure VPBS staff are providing the best care.

Dispensing & Administering Services

VPBS does NOT give out drug samples or keep any type of medication within the offices. Approved VPBS staff can give injections prescribed by APRN; the client/caregiver will pick up the medication from the pharmacy and bring it to the office unopened at the scheduled time for injection to be given.

Expectations of Clients

Client expectations are talked about during the first session and throughout treatment to set boundaries and group rules for the session in the client's home, community, and/or in the office. Expectations can include:

- > During a session, no use of any drugs, including smoking or drinking alcohol.
- > During a session, ensure sessions can be private with little to no visitors or noises.
- > During a session, try to turn off TV/radio and to have a cellphone on vibrate.
- > During a session, put pets in a safe area in the home.
- > Please inform VPBS staff of any unsafe things such as recent violence, illnesses (ex: COVID), bed bugs, or other bug issues. VPBS staff may cancel and/or reschedule the location of the session until the safety issue is resolved.
- > All firearms need to be locked up during sessions.
- > If able, provide a clean place for VPBS staff to sit.

- > All coming into contact with VPBS staff will need to be dressed appropriately.
- > Be on time for the session.
- > 48-hour notice is needed when canceling all appointments; if not, that session may be considered a "no show".
- > If there are 2 no shows in a 90 day period, there is a chance the client's case may be closed, and a referral for services elsewhere will be given.

Role of Client

During treatment, clients have a duty to themselves to use tools given to work through issues and challenges that brought them to treatment.

We hope clients are active in their own treatment. Not being an active person in the services may result in their case being closed out until they are ready to engage in treatment. Clients' and others' safety is the number one priority. Engaging in unsafe behaviors in the office and to staff may also lead to the client being discharged from services

- > Clients are expected to be part of their own treatment
- > Clients are not to talk about other client's involved in group sessions outside of group session or with other people. Confidentiality is important.
- > Clients are to be honest throughout treatment.

Role of Family & Support Team

VPBS wants the client's family/support team to take an active role in client's treatment and in providing support. With the client's permission, we want the family/support team to be in session as needed/desired and with client approval.

Mental Health Client Rights

VPBS believes that everyone has the right to treatment, regardless of race, religion, sex, sexual orientation, sexual preference, sexual identity ethnicity, legal status, age, or disability. VPBS works to make all reasonable accommodations to the client's physical, mental, or behavioral disabilities as required by law

unless these accommodations would make things difficult on VPBS program/services or affects community safety.

EVERYONE ALSO HAS:

The right to be treated with consideration and respect for personal dignity, autonomy and privacy;

The right to reasonable protection from physical, sexual or emotional abuse and inhumane treatment;

The right to be free from financial or other forms of exploitation, retaliation, humiliation and neglect.

The right to receive services in the least restrictive, feasible environment;

The right to participate in any appropriate and available service that is consistent with an client service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;

The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;

The right to participate in the development, review and revision of one's own clientized treatment plan and receive a copy of it;

The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;

The right to be informed and the right to refuse any unusual or hazardous treatment procedures;

The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;

The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;

The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;

The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;

The right to be informed of the reason for denial of a service;

The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;

The right to know the cost of services;

The right to be verbally informed of all client rights, and to receive a written copy upon request;

The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;

The right to file a grievance;

The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;

The right to be informed of one's own condition; and,

The right to consult with an independent treatment specialist or legal counsel at one's own expense.

Every VPBS office has these above client rights posted for everyone's convenience.

Nondiscrimination & Accessibility

ViaQuest prohibits discrimination against, or harassment of, any individual served on the basis of race, color, ancestry or national origin, age, religion, sex, sexual orientation, gender identity or

expression, disability, marital status, citizenship, veteran status, limited English proficiency, genetic information, or any other legally protected status.

VPBS will do the following:

- > Provide free aids and services to people with disabilities to successfully communicate with us such as:
 - Trained sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- > Provide free language services to people whose primary language is not English, such as:
 - Trained interpreters
 - Information written in other languages
- > If a client needs these services, contact the front desk or VPBS staff.

VPBS will take steps to ensure that clients with Limited English Proficiency (LEP) have access and an equal chance to engage in services, activities, programs, and other benefits of services. When language services are needed, they will be provided free of charge and promptly. VPBS will offer verbal interpreters or written translators to clients in need of language assistance. Nondiscrimination notice is posted in all offices.

Reporting Abuse & Neglect

An abusive act is any action that may cause(s) actual physical or emotional harm or injury to a person or any act that takes away rights from a client. Any action that may cause(s) physical or emotional harm or injury that is not an accident in nature is abuse. Actions like hitting, striking, kicking, non-approved restraint, and other such actions are not allowed. Acts such as teasing, humiliating, degrading, or purposefully ignoring a client's needs, while not physical in nature, are no less painful and will be known as emotional abuse.

Neglect is a failure on the part of a caregiver, professional, or staff person to provide the safety and the security needs of a client, and this may be through actions or inactions.

All alleged, suspected, or actual major unusual incidents and critical incidents shall be reported

to the appropriate authorities as required by law. All VPBS employees are mandated reporters and must report any of the above as required by law.

Complaints & Conflicts

While clients are receiving services from VPBS, he/she and external stakeholders will be provided with being able to express complaints, conflicts, or unhappiness of services being provided.

Complaints can be given in person at the office, over the phone, by physical mail, email, or via our website. The client filing a complaint may also exercise his/her right to complete the complaint form on the next page, calling the **Client Advocate at (330) 576-9514 or via the ViaQuest website at www.viaquestinc.com/contact/feedback-form**. At all VPBS offices, complaint forms can be provided and assistance can be provided to fill out if needed.

A client making a complaint or reporting a conflict will be free from any retaliation, discrimination, or barriers to services due to the complaint or conflict being reported.

Any reports of abuse or neglect shall be reported and investigated in line with Ohio regulations.

VPBS staff are always willing to listen to clients and others if there is a complaint, conflict, concern, feedback, problem, issue, or comments. All complaints are reviewed by the Client Advocate/QA & Training Director, who will make sure that every complaint is completely

investigated.

You may also file a complaint with:

Disability Rights Ohio: 1-800-282-9181

Child Abuse/Neglect: Local Children's Services Agency contact information

Ohio Department of Mental Health & Addiction Services: 1-877-275-6364,
TTY: 1-888-636-4889

Adult/Child Protective Services:
1-866-635-3748

You can also file a civil rights complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights**, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Civil Rights complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Additional Important Contacts

For Referrals Scheduling, Cancellations and Records Requests:

ViaQuest Psychiatric & Behavioral Solutions 525
Metro Place North
Dublin, Ohio 43017
Telephone: (855) 289-1722

For VPBS Services Complaints/Client Advocate

ViaQuest Psychiatric & Behavioral Solutions
Attention: Client Advocate/ QA & Training Director
525 Metro Place North, Suite 210
Dublin, OH 43017
Telephone: (614) 339-0851 or
(330) 576-9514
www.viaquestinc.com/contact/feedback-form

For Privacy Questions or Concerns

ViaQuest
Attention: Compliance Officer
ViaQuest, Inc.
525 Metro Place North
Dublin, OH 43017
Compliance Hotline Number: 1-800-268-5720

Disability Rights Concerns:

Disability Rights Ohio Office 50 W. Broad Street,
Suite 1400
Columbus, OH 43215-5923
1-800-282-9181

Ohio Department of Mental Health and Addiction Services: Toll-free line for Clients & Families Only:

1-877-275-6364
TTY: 1-888-636-4889

Adult/Child Protective Services Ohio Department of Job and Family Services, Child Protection:

855.642.4453
<https://www.odjfs.state.oh.us/oleg-form/CaseSpecific.asp>

Counselor, Social Worker and Marriage & Family Therapist Board

77 South High St. 24th Floor Room 2468
Columbus, OH 43215
614-466-0912

Ohio Board of Nursing

17 South High Street Suite 660
Columbus, OH 43215
614-466-3947

National Suicide Prevention Lifeline

1-800-273-8255
suicidepreventionlifeline.org

Crisis Text Line

Text 4hope to 741741



COMPLAINT/CONFLICT NOTIFICATION FORM

Date & Time of Complaint/Conflict:	Business Line (check all that apply): <input type="checkbox"/> VDES <input type="checkbox"/> VHC <input type="checkbox"/> VRS <input type="checkbox"/> VPBS <input type="checkbox"/> Hospice	Region:	
Name of Individual Served:	Name of Guardian (if applicable):	Name of Person Completing Form:	
Type of Complaint or Conflict (check all that apply): <input type="checkbox"/> Quality of Service <input type="checkbox"/> Professionalism <input type="checkbox"/> Therapy <input type="checkbox"/> Psychiatry <input type="checkbox"/> Case Management <input type="checkbox"/> Deaf Services <input type="checkbox"/> Translation Services <input type="checkbox"/> HEAL Program <input type="checkbox"/> Crisis Program <input type="checkbox"/> Safety <input type="checkbox"/> Confidentiality and Privacy <input type="checkbox"/> Technology/IT <input type="checkbox"/> Other: _____			
Description of Complaint or Conflict (what led to issue, description of issue, and after the issue): _____ _____ _____ _____ _____ _____			
Follow-Up/Resolution (actions taken, preventable measures, follow-up and resolution. Written correspondence of resolution will be provided to individual served/external stakeholder within 5-7 business days): _____ _____ _____ _____ _____ _____			
Employee Name:	Position/Title:	Date:	
Reviewer's Signature (Designated Client Advocate:	Resolution Provided	Date	Time
	Verbal		
	Written		

Notice of Privacy Practices & Acknowledgment

Your Information. Your Rights. Our Responsibilities.

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

YOUR RIGHTS	
When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.	
Get a paper or electronic copy of your medical record	<ul style="list-style-type: none">You can ask to see or get a paper or electronic copy of your medical record and other health information we have about you. Ask us how to do this.We will provide a copy of your medical record or a summary of your health information within 30 days of your request. We may charge a reasonable, cost-based fee.
Ask us to correct your medical record	<ul style="list-style-type: none">You can ask us to correct health information about you that you think is incorrect or incomplete. You must complete a form explaining your request. Ask us how to do this.We may say “no” to your request, but we’ll tell you why in writing within 60 days.
Request confidential communications	<ul style="list-style-type: none">You can identify how you would like us to contact you (i.e. home or office phone) with confidential information. We will accommodate all reasonable requests.
Ask us to limit what we use or share	<ul style="list-style-type: none">You can ask us not to use or share certain health information for treatment, payment or our operations.<ul style="list-style-type: none">We are not required to agree to your request, and we may say “no” if it would affect your care.If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.<ul style="list-style-type: none">We will say “yes” unless a law requires us to share that information.
Get a list of those with whom we’ve shared information	<ul style="list-style-type: none">You can ask for a list (accounting) of the times we’ve shared your health information for six (6) years prior to the date you ask, who we shared it with, and why.We will include all disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We will provide one accounting a year for free but will charge a reasonable cost-based fee if you ask for another one within 12 months.
Get a copy of this privacy notice	<ul style="list-style-type: none">You can ask for a paper copy of this notice at any time.
Choose someone to act for you	<ul style="list-style-type: none">If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights have been violated	<ul style="list-style-type: none"> You can file a complaint if you feel we have violated your rights by contacting the ViaQuest Compliance officer at 330-576-9514 or with the U.S. Department of Health and Human Services for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting the following website www.hhs.gov/ocr/privacy/hipaa/complaints We will not retaliate against you for filing a complaint.
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YOUR CHOICES

For certain health information, you can give us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, tell us what you want us to do and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:	<ul style="list-style-type: none"> Share information with your family, close friends, or others involved in your care. Share information in a disaster relief situation. <p>If you are not able to tell us your preference, for example, if you are unconscious, we may share your information when we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.</p>
In these cases, we never share your information unless you give us written permission:	<ul style="list-style-type: none"> Marketing purposes. Sale of your information. Most sharing of psychotherapy notes.
In the case of fundraising:	<ul style="list-style-type: none"> We may contact you for fundraising efforts, but you can tell us not to contact you again.

OUR USES AND DISCLOSURES

We are allowed or required to share your information to treat you, to run our organization, and to bill for the services you receive. We can also share your information in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

Treatment	<ul style="list-style-type: none"> We can use your health information and share it with other professionals who are treating you. <p>Example: A doctor treating you for an injury asks another doctor about your overall health condition.</p>
To run our organization	<ul style="list-style-type: none"> We can use and share your health information to run our organization, improve your care, and contact you when necessary. <p>Example: We use health information about you to manage your treatment and services.</p>
To bill for your services	<ul style="list-style-type: none"> We can use and share your health information to bill and get payment from health plans or other entities. <p>Example: We give information about you to your health insurance plan so it will pay for your services.</p>
Help with public health and safety issues	<ul style="list-style-type: none"> We can share health information about you for certain situations such as: <ul style="list-style-type: none"> Preventing disease Helping with product recalls Reporting adverse reactions to medications Reporting suspected abuse, neglect, or domestic violence Preventing or reducing a serious threat to anyone's health or safety
Research	<ul style="list-style-type: none"> We can use or share your information for health research with proper authorizations.

Comply with the law	<ul style="list-style-type: none"> We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
Respond to organ and tissue donation requests	<ul style="list-style-type: none"> We can share health information about you with organ procurement organizations.
Work with a coroner, medical examiner, or funeral director	<ul style="list-style-type: none"> We may use or share health information with a coroner, medical examiner, or funeral director when an individual dies.
Address workers' compensation, law enforcement, and other government requests	<ul style="list-style-type: none"> We can use or share health information about you: <ul style="list-style-type: none"> For worker's compensation claims. For law enforcement purposes or with a law enforcement official. With health oversight agencies for activities authorized by law. For special government functions such as military national security, and presidential protective services.
Respond to lawsuits and legal action	<ul style="list-style-type: none"> We can share health information about you in response to a court order or administrative order, or in response to a subpoena.

OUR RESPONSIBILITIES

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

CHANGES TO THE TERMS OF THIS NOTICE

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.

Effective Date of Notice: September 23, 2013



Acknowledgment by Client or Personal Representative of Receipt of Handbook & Notice of Privacy Practices

I acknowledge I have received a copy of the Handbook and Company's Notice of Privacy Practices. I understand this Notice explains how my protected health information is used and disclosed by the Company, and my rights regarding my protected health information.

I understand that the Handbook outlines applicable policies and expectations of receiving services from VPBS.

I understand I should keep the Handbook and NPP and refer to it if I have questions.

I acknowledge I have signed the Consent For Treatment stating I have received or was offered a copy of the Handbook and Notice of Privacy Practices (NPP).



Department of Mental Health and
Addiction Services

Client Handbook 2023 Edition

For more information and a list of office locations, please visit our website:
www.ViaQuestInc.com

A Full Spectrum of Care:

Pharmacogenetics Behavioral & Mental Health

Developmental Disabilities Hospice

ViaQuestInc.com

Honored To Serve Veterans
Proud To Be Veteran-Owned