

Behavioral Health Services Treatment Overview



Informed Consent for Treatment

Welcome to the ShelterCare Behavioral Health program!

ShelterCare Treatment Services: We offer treatment services to assist you in gathering resources, gaining understanding, and learning skills to help you manage the symptoms of a mental health diagnosis. Treatment at ShelterCare may include counseling, skills training, case management, groups, and/or peer support (when available). Here are examples of the kinds of things we can help you with:

- Understanding the symptoms of a mental health diagnosis
- Exploring how your symptoms developed and how they impact your daily life
- Learning and practicing coping skills
- Accessing community resources for basic needs like food, shelter and healthcare
- Finding meaningful activities like work, classes, or social groups
- Improving your communication with people in your life

Risks & Benefits of Treatment: While we cannot make any guarantees about your progress in our program, we believe that everyone can improve their situation with support and a commitment to making helpful changes in their lives. Treatment is hard work. You may talk about tough things and your care team may challenge you to try new ways of doing things that feel awkward or uncomfortable. For these reasons, some people experience increased stress during parts of their treatment. We hope that you will allow yourself to be challenged knowing that we are working towards goals that you have set for yourself to improve your wellness. In general, our clients report that the hard work is worth the benefits that treatment brings.

Treatment Expectations: To ensure we are providing the best possible care, we will work with you to complete the following:

- Assessment and diagnosis at the start of treatment and review once per year or as needed to reflect changes.
- Treatment Plan at the start of treatment and update once every 6-months or as needed to reflect changes.
- Any annual documentation that we are required to collect in order to maintain our contractual and ethical obligations.

In order to get the most benefit from our services, we also ask you for the following:

- Actively participate in treatment services and collaborate with us by keeping scheduled appointments, collaborating with us on your goals, and challenging yourself to step outside of your comfort zone in safe, intentional ways.
- If participating through telehealth, engage from a private space with minimal distractions.
- Attend at least one scheduled meeting with us each month with a suggested duration of one hour. If you need treatment less than once a month, we are probably not the best provider for your needs.
- Provide a 24-hour notice when canceling or rescheduling an appointment.

Attendance & Cancellation Policy

Our Commitment: We are committed to keeping all meetings that we have scheduled with you. If we are unable to keep a scheduled appointment, we will do our best to give you a 24-hour notice and to reschedule quickly. When illness, emergencies and unplanned events get in the way, we will give you as much notice as we can.

Your Responsibilities:

- **Arrive on time for scheduled appointments:** After 15 minutes, the appointment will be considered to be a "did not show" and your clinician may be unable to meet with you.
- **If you need to cancel:** Anything less than 24 hours notice may be counted as a "did not show" appointment. It is the provider's discretion to contact clients 10 minutes after the scheduled session start time or to keep an appointment if the client is 15 minutes or more over the scheduled start time. Please allow 1-2 weeks for a new appointment if you need to cancel.
- **Arrive ready to work on treatment goals:** If you or your clinician feel for any reason that continuing a session would be unhelpful or even harmful, the session may end early.

Missed or Canceled appointments: To maintain progress on goals the behavioral health team will reach out to you to discuss engagement in services after 3 missed appointments in a 60-day period, or 2 consecutive no-show appointments. Our hope is to help assess and support you in addressing barriers to treatment. If you do not show or cancel an appointment after meeting with the team concerning engagement you will be at risk of being closed out of behavioral health services. If closed for any reason, you may re-apply to re-enter the program when you feel ready to commit. It may take up to 90 days for your application to be reviewed and for someone to contact you. You will be offered a copy of the *Attendance and Cancellation Policy*.

To ensure a strong, aligned, working relationship we complete annual assessments and six-month treatment plan reviews. If you cancel one of these appointments we will pause appointments until the assessment/review is rescheduled and paperwork, if needed, is completed.

How to Cancel or Reschedule Appointments: Call your clinician directly or call our office at 541-505-5188.

Termination of Treatment Services: Treatment services may be ended by you or your treatment team when treatment is no longer needed or helpful, including in cases where we have been unable to reach you for over 30 days. Whenever possible, Behavioral Health staff will support you in developing a transition plan. In extreme cases where continuing services is not possible due to a risk to health and safety, ShelterCare would provide you with written notice of our intention to end services.

Fees: Services offered by BH program staff are billed through your insurance. If you lose insurance during your treatment we may have scholarships available to allow you to continue services on a limited basis while you reinstate insurance or transition to other services.

Business Hours: Our business hours are 8:30 am to 4:30 pm Monday through Friday except on holidays observed by ShelterCare. During inclement weather conditions, delays and closures may also be observed to ensure safe conditions. We do not respond to calls, text, emails or voicemail outside of business hours and are not always available to provide in-the-moment crisis response. At the start of our work together we will be happy to create a plan to support you in coping when in crisis.

Welfare Checks and Emergency Response: In the case of an emergency, ShelterCare maintains the right to contact the appropriate people to assist with the situation. This may include contacting your identified emergency contact person, CAHOOTS, police or ambulance. The immediate health and safety of ShelterCare program participants and staff is our top priority. Also, if we are unable to make contact with you for a week or more and/or have reasonable cause to assume you are in immediate danger, we may arrange for a welfare check to ensure your safety. We will also provide you with crisis response resources.

Communication: Telephone calls during business hours are the best way to reach us. For appointment scheduling, cancellations, and general questions you may contact the Behavioral Health office line listed at the end of this document. For most concerns related to your treatment, please call your provider directly and leave a message with your name and contact information. We try to return all calls within 24 business hours. For safety and security reasons, we use text messaging and email only for brief exchanges like confirming appointment times.

Treatment Location: Services may be offered in the ShelterCare office, in a community location, in your home, or through telehealth. You and your care team will figure out the best place to meet based on your treatment goals.

Telehealth Consent

There are risks associated with Telehealth including, but not limited to, the possibility that the transmission of your medical information could be disrupted or distorted by technical failures; and/or the transmission of medical information could be interrupted by unauthorized persons. Benefits of participating in Telehealth include the ability to view facial expressions, body language and other non-verbal cues to facilitate communication when transportation to our clinic is a barrier. If you wish to participate in Telehealth with your ShelterCare Behavioral Health staff, they will inform you on how to access the telehealth video appointment. They will initiate the video conference through an email sent to you. This will require a device such as a laptop or Smartphone with access to a working camera and microphone. Headphones are optional and will provide additional privacy if there are others within your residence. Please arrange your space with as much privacy as possible, minimizing distractions and providing adequate lighting. It is recommended that you and your staff discuss ways to maximize safety and privacy and that you always provide your location to your staff person at the start of the session. Additionally, you should discuss steps to take if the session is interrupted due to a technical issue such as loss of power/internet access or what steps staff will take if you are experiencing a crisis, appear to be in danger or are verbalizing an intent to harm yourself. We do not give permission for recording of meetings with your provider and there will be no recording of video sessions by our staff without prior written notification. (On occasion staff may record for training purposes)

Outcome Measures

For the purpose of monitoring and improving services, you may be asked to fill out questionnaires related to your symptoms and how you feel your treatment is progressing. Information from the questionnaires may help monitor changes and make adjustments in the treatment plan if necessary. Your personal information is kept strictly confidential and you may refuse to participate at any time.

Individual Rights Outpatient Behavioral Health

In addition to all applicable statutory and constitutional rights, every individual receiving services has additional rights outlined in Oregon Administrative Rule 309-19-0115. Included in these rights are:

The right to choose from services and supports that are consistent with the assessment and service plan, culturally competent, provided in the most integrated setting in the community and under conditions that are least restrictive to the individual's liberty, that are least intrusive to the individual, and that provide for the greatest degree of independence.

The right to Participate in the development of a written service plan, receive services consistent with that plan and participate in periodic review and reassessment of service and support needs, assist in the development of the plan, and receive a copy of the written service plan. You have the right to have family and guardian involvement in service planning and delivery.

Be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation.

A comprehensive list of individual rights afforded to you is outlined in *ShelterCare's Behavioral Health Individual Rights* document.

Behavioral Health Program Policy Overview

In general, throughout your treatment with the BH program, you have the right to:

Respect and Dignity: As an BH client, you have the right to be treated with respect and dignity and we expect the same from you in return. You are encouraged to always ask questions if something is not clear. You are also encouraged to express your thoughts and to advocate for yourself as we work with you.

Complaints and Grievances: You have the right to file a complaint or grievance if at any time you feel you have been treated unfairly by ShelterCare. Grievance paperwork is available at our front desk and via our website. You will be offered a copy of the *ShelterCare Grievance Policy Notice*.

Privacy and Confidentiality

- **Privacy:** The right to understand what information about yourself is documented, determine what information is shared, and choose who has access to that information. We understand this is an important aspect of honoring your dignity.
- **Confidentiality:** You are entrusting us with holding confidentiality which is our ethical duty to safeguard your information. You have the right to consent to disclosure in accordance with ORS 107.154, 179.505, 179.507, 192.515, 192.507, 42 CFR Part 2 and 45 CFR Part 205.50. Certain laws or situations could cause us to break confidentiality such as child abuse or neglect, threats to harm yourself or someone else, court orders, or in certain emergency situations. You will be offered a copy of the *Notice of Privacy Practices* to learn more about your rights, the limits of confidentiality and our role as Mandatory Abuse Reporters.

Electronic Communications

Some clients may request that we communicate with them via email or text message. Information contained in email and text messages isn't guaranteed to remain confidential due to the limitations of the Internet and electronic media. Any communication with you will be included in your client file. To protect your information, ShelterCare will not send or respond to email or texts containing protected health information if the information contained will jeopardize your HIPAA protected rights. Texts or emails suggesting risk to you or someone else may result in us contacting emergency services or following other agency safety protocols. If your treatment team feels that

text or email are creating unsafe situations, they will address the issue with you and/or discontinue using these forms of communication. You will be offered a copy of the *Electronic Communications Acknowledgement* for more information.

Public Encounters. Given that Eugene and Springfield are relatively small communities, it is likely that staff and clients may inadvertently see each other in other public settings outside of the ShelterCare. Should this occur, we would like you to know that our intent is to always protect your privacy and confidentiality. Therefore staff will not initiate contact with you in public.

Declaration for Mental Health Treatment

Oregon has a form that you can fill out and sign to protect yourself when you may be in crisis and are unable to make your own treatment decisions.

This form is called a Declaration for Mental Health Treatment. You have the right to have an opportunity to make a declaration for mental health treatment. If you would like more information or assistance with completing a Declaration for Mental Health Treatment, inform your behavioral health staff at any time during treatment and we can schedule a time to assist you with this.

Voter Registration

As part of this intake process you have the opportunity to register to vote. If you would like assistance with registering to vote, inform your behavioral health staff at any time and we can schedule a time to assist you with this. Voter registration forms are available at our front desk.

We are pleased to invite you to the ShelterCare Behavioral Health program.

My signature indicates that I have read and understand/agree to the provided policies, which will be used while I am in treatment. I have had the opportunity to ask questions and been provided with access to the following documents:

- *Notice of Privacy Practices*
- *Grievance Policy Notice*
- *Individual Rights*
- *Attendance and Cancellation Policy*
- *Electronic Communications Agreement*
- *Crisis Support Resources*

I give permission to the ShelterCare Behavioral Health Program to provide outpatient behavioral health treatment to me.

Signature: _____

Date: _____