

NOTICE OF CONFIDENTIALITY

Your patient records are protected by federal law and rules (42 CFR Part 2.) These laws prevent Child and Family Charities and its staff from disclosing any information that identifies you as a client of the substance use disorder program unless:

1. You consent in writing;
2. The disclosure is allowed by a court order;
3. A medical emergency, or to qualified personnel for research, audit, or program evaluation;
4. There is suspected child abuse or neglect;
5. You threaten harm to self or others.

Violation of the Federal law and regulations by this program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.

Federal law and regulations do not protect any information in the following situations:

- A crime committed by a client at the program,
- A crime committed by a client against any person who works for the program
- Any threat to commit such a crime.

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.

REASONS FOR DISCHARGE

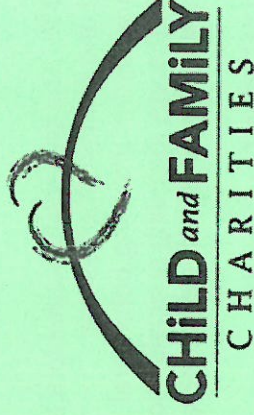
- ✓ You have completed the planned course of treatment with acceptable success;
- ✓ You fail to follow the agency rules, which include:
 - Any threats of or actual physical violence toward staff or other clients,
 - You come to Child and Family Charities under the influence of any drug or alcohol.
- ✓ We don't have any contact with you for 30 days.

You will be notified of your discharge and the reason for it, either in person or in writing.

You may file a recipient rights complaint if you choose to request a review or appeal of a discharge decision. This will initiate the recipient rights process and will be reviewed according to the Administrative Rules for Substance use disorder Programs in Michigan. These rules and your rights are further explained in the Rights brochure you receive.

COMPLAINTS

Clients have the right to complain either verbally or in writing to the Behavioral Health Division staff, the supervisor, the Recipients Rights Advisor and/or the agency's Chief Operations Officer or Chief Executive Officer.



New Focus SUBSTANCE USE DISORDER COUNSELING SERVICES

Child and Family Charities
4287 Five Oaks Drive
Lansing, MI 48911
Phone: 517-882-4000
Fax: 517-882-3506
www.childandfamily.org

About New Focus Services

STAFF: The therapists/counselors at Child and Family Charities are experienced in providing behavioral health therapy including specialization in substance use disorder counseling.

APPOINTMENTS: Ongoing appointments are made by your therapist/counselor

URGENT SITUATIONS: You may contact the agency or your therapist/counselor at (517) 882-4000 as needed. In an emergency after hours, an answering service will take your call and may contact a staff person, if appropriate.

Emergency mental health services are also available 24 hours a day by calling Community Mental Health Emergency Services at 800-372-8460.

OTHER RESOURCES: There are many resources in the area for other services from which you might benefit (examples: health insurance & prescriptions, job training, food & housing assistance, etc.). Please ask your therapist/counselor if you would like more information.

Responsibilities

YOUR RESPONSIBILITIES:

- *To help develop a plan for counseling (treatment plan) and to meet your treatment plan goals to the best of your ability;*
- *When it is in your best interests, sign forms for the release of information. We cannot share information without your permission.*
- *To keep your appointments and arrive on time or give 24 hour advanced notice when you cannot attend.*

OUR RESPONSIBILITIES:

- *To give each client the best counseling possible. To do that, clients are asked to give honest input on their counseling experience. This will help therapists understand how clients are feeling about themselves and about therapy and to make adjustments as necessary in order to give the client the best experience possible.*

Fees & Payment

FEES: There are fees for the services received at Child and Family Charities. You will be informed of these fees and are responsible for those charges.

Fees can be adjusted based on your household income. You will need to provide proof of your income (copies of check stubs, W-2 forms, etc) if you request to have your fees reduced.

INSURANCE: Child & Family accepts many health insurance plans and will assist you in determining what benefits you have under your health insurance policy.

CANCELLING: If you cancel a session without giving 24 hours notice, you may be charged \$20 for that session. If you would like another appointment scheduled, you must let your therapist or the receptionist know.

NO SHOW: If you do not show up for your appointment and do not call, there will be a \$20 charge, which will not be covered by your insurance.

QUESTIONS/CONCERNS ABOUT FEES:

If you are unable to make the payments that you agree to, you must request a different payment plan immediately from the therapist/counselor. If you have questions about your bill, talk with the Billing Specialist.