

# **Center for Positive Change, Inc.**

## **Outpatient Behavioral Health Services**

500 N. Financial Terrace, Suite G  
Mustang, OK 73064  
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### ***Consumer Handbook***

### ***I. Awakening Potential - Mission, Philosophy, and Values***

Center for Positive Change, Inc. would like to thank you for choosing our agency. Center for Positive Change, Inc. (CPC) is a private treatment facility. We understand that you have other options available and we hope to exceed your expectations during our relationship with you. Below is a description of our treatment philosophy, office operations, and policies that will affect you as the consumer/client. Please take a moment to familiarize yourself with them. CPC, Inc. is committed to its mission to be innovative mental health providers by keeping the person served at the CENTER of our focus. We are committed to being a POSITIVE support system, while consumers work towards their goals. We are dedicated to practicing as creative partners in CHANGE. It is the goal of CPC to create an environment where persons served can feel safe to explore and grow in self-reliance, self-esteem and empowerment without fear in the least restrictive setting as possible. CPC will work with the person served from initial planning through change to the end, always recognizing their individual needs and desires. We also hope that the therapy experience will provide an avenue for continued personal growth and insight.

### ***Treatment Philosophy – Explanation of Therapy***

CPC has a multi-disciplinary team consisting of Qualified Licensed Mental Health Professionals, paraprofessionals, and interns who are supervised by our Clinical Director. Our staff has a broad background in mental health counseling, school counseling, and substance abuse. Therapy is goal-directed and problem-focused treatment. This means that a treatment goal(s) is established after a thorough screening and assessment. During the screening and assessment process, the provider completes a face-to-face biopsychosocial assessment with the consumer, and parent/guardian if the consumer is under eighteen (18) years of age. A treatment plan is then collaboratively developed with the consumer, and parent/guardian, which consists of at least one (1) goal and objective(s) for treatment. All treatment is then planned with this goal(s) in mind and progress is made toward accomplishment of the goal(s) in a time-efficient manner. You, as the consumer, will take an active role in setting and achieving your treatment goals. Your commitment and participation in treatment is necessary for you to experience a successful outcome. During treatment planning, discharge criteria is developed to assist in determining the consumer's progress towards his/her goal as well as determine when the consumer has completed treatment. The provider may need to conduct a face-to-face Client Assessment Record approximately six (6) months after the initial assessment to update information, including progress towards goals, current symptoms, and need for continued treatment. If you ever have any questions about the nature of the treatment or care, including discontinuing treatment, please do not hesitate to ask. All treatment modalities used are evidence-based.

### ***II. Office Information***

Office Hours/Appointments: Appointments are available Monday-Friday from 9:00 am to 5:00 pm. Availability depends on which provider you see. Some providers offer weekends by appointment only. To make an appointment or reschedule an appointment by phone please call the office at 405-256-5996. Your provider may instruct you to contact them directly regarding scheduling. To ensure that you are seen in a timely manner, please arrive for your appointment 5 minutes early to take care of any financial obligations. If you arrive 15 minutes or more after your scheduled appointment time, the appointment will be documented as a No- Show and you will be asked to reschedule the appointment, unless you have made a prior

arrangement with your provider. We ask for your patience during extenuating circumstances, such as an emergency case added to our schedule which may cause delays in services. We will make every effort to ensure minimal delay and appreciate your understanding during crisis situations.

Canceled Appointments and No-Shows: It is important that you keep record of all your scheduled appointments. If you are unable to keep your appointment we ask that you notify us at least 24 hours prior to the appointment. We reserve the right to charge for missed appointments or late cancellations (unless exemptions apply). Due to an increasing consumer/client volume it may take several weeks to get another appointment. If there is a pattern of missing appointments (without proper notification) you might not be rescheduled in this office and referred to another agency for services.

Emergency Procedure: Current consumers/clients with an urgent issue that needs an immediate response may have a protocol dictated by his/her treatment plan in which the consumer should follow. During the course of your treatment, should you have an emergency situation please observe the following instructions:

1. Please go to the nearest hospital emergency room.
2. Or call 911.

Reminder Calls: There are times when you may receive a courtesy call or text to confirm your appointment. These calls are made as a courtesy only and there are days when unforeseen circumstances may not allow for the calls/texts to be made. The lack of a courtesy call is not a valid reason for missing an appointment, so please be sure to keep a record of your next scheduled appointment. Please note fees may incur for missed sessions. (Note: see financial policy) Please be advised that phone and/or email reminders are subject to include personal information that may not be protected by HIPPA because CPC does not know who has access to your phone and/or email messages. If you choose to opt-out of reminder calls, you must let our staff know at your initial visit.

### ***III. Code of Ethics***

CPC expects the highest level of professional and ethical behavior from all staff. CPC requires providers to adhere to the standards and code of ethics set forth by his/her licensing board as well as that of the American Counseling Association. Below is a summary, as the full document is quite lengthy. If at any time you would like a copy of the complete Code of Ethics, please contact our office directly at (405) 256-5996. Appropriate conduct includes but is not limited to:

- \* Refrain from discrimination against anyone on the basis of race, color, creed, sexual orientation, gender, religion, disability, or national origin;
- \* Refrain from using professional relationships to further personal interests;
- \* Hold in confidence all information obtained;
- \* Accurate representation of education, experience, and competence as related to mental health profession;
- \* Assess personal strengths, limitations, biases, effectiveness, and seek additional services for issues that impair professionalism;
- \* Refrain from entering into dual relationships with consumers.
- \* Adhere to applicable licensing board's code of ethics and American Counseling Association's code of ethics when it represents a higher standard than presented in the CPC code of ethics;

- \* Respect the rights and views of colleagues, and treat them with fairness, courtesy, and good faith;
- \* Following termination or cessation of services, will maintain confidentiality;
- \* Report any violations of the Code of Ethics to appropriate staff at CPC.

#### ***IV. Consumer/Client Rights***

You have the right to a comprehensive copy of your "Client's Rights" as set forth in accordance with the Oklahoma Department of Mental Health and Substance Abuse Services. For your comprehensive copy please ask the office staff or call 405-256-5996 to request your copy.

Clients' Rights are posted in CPC's agency lobby area. As a routine part of the initial interview process, each consumer/client(s) will receive a copy of his/her/their rights and have them explained to him/her/them in language that is understandable. If the client's primary language is other than English, every effort will be made to obtain the document in the client's primary language. Documentation that these rights have been received and explained is to indicated by the consumer's/client's signature on the acknowledgment page of the consumer handbook.

- (1) Each consumer shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law.
- (2) Each consumer has the right to receive services suited to his or her condition in a safe, sanitary and humane treatment environment regardless of race, religion, gender, ethnicity, age, degree of disability, handicapping condition or sexual orientation.
- (3) No consumer shall be neglected or sexually, physically, verbally, or otherwise abused.
- (4) Each consumer shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. A consumer shall participate in his or her treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged for those consumers adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. Additionally, each consumer shall have the right to the following:
  - (A) Allow other individuals of the consumer's choice to participate in the consumer's treatment and with the consumer's consent;
  - (B) To be free from unnecessary, inappropriate, or excessive treatment;
  - (C) To participate in consumer's own treatment planning;
  - (D) To receive treatment for co-occurring disorders if present;
  - (E) To not be subject to unnecessary, inappropriate, or unsafe termination from treatment; and
  - (F) To not be discharged for displaying symptoms of the consumer's disorder.
- (5) Every consumer's record shall be treated in a confidential manner.
- (6) No consumer shall be required to participate in any research project or medical experiment without his or her informed consent as defined by law. Refusal to participate shall not affect the services available to the consumer.
- (7) A consumer shall have the right to assert grievances with respect to an alleged infringement on his or her rights.
- (8) Each consumer has the right to request the opinion of an outside medical or psychiatric consultant at his or her own expense or a right to an internal consultation upon request at no expense.

(9) No consumer shall be retaliated against or subjected to any adverse change of conditions or treatment because the consumer asserted his or her rights.

**Office of Consumer Advocacy**

2401 NW 23rd Street, Suite 82

Oklahoma City, OK 73107

Email: [advocacydivision@odmhsas.org](mailto:advocacydivision@odmhsas.org) OKC Area Phone: 405-573-6605 Statewide Phone: 1-866-699-6605

**How to Contact the Inspector General**

Phone: 405-522-3908 [inspectorgeneral@odmhsas.org](mailto:inspectorgeneral@odmhsas.org)

***V. Confidentiality, HIPPA, and 42 CFR***

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

The confidentiality of your medical records and treatment is your privilege exclusively. Since this is your privilege, we will require your written consent before releasing any information that is requested from a third party. CPC is committed to treating and using protected health information about you responsibly.

This Notice applies to all protected mental health information as defined by federal regulations. Information regarding your health care, including payment for health care, is protected by two federal laws:

- \* The Health Insurance Portability and Accountability Act of 1996 ("HIPAA") 42, U.S.C., § 1320d et. Seq., 45 C.F.R. Parts 160 & 164

- \* Confidentiality Law 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2.

Violation of the Federal Law and Regulations and/or Oklahoma Statutes is a crime. Suspected violations may be reported to appropriate officials. (See 42 U.S.C. 290 dd-3 and 42 U.S.C. 290 ee-3 for Federal Laws and 42 CFR Part 2 for Federal Regulations.)

Federal Laws and Regulations and Oklahoma Statutes do not protect any information concerning suspected child abuse, domestic violence, elder abuse or neglect from being reported under State law to appropriate State or local authorities. In crisis situations in which a consumer is at eminent risk of harming him/herself or others, and a no harm contract is not feasible, local law enforcement and/or the state contracted gatekeepers for inpatient treatment may be contacted without prior authorization from the consumer. Our clinical staff have a "duty to warn" in the event there is a dangerous situation, in the opinion of the clinician, and the consumer and /or others are considered to be in danger. In emergency situations where serious medical harm could result, our clinical staff will release necessary medical information to emergency medical personnel and facilities so that you can be treated. Any crime committed against the agency voids your confidentiality privilege and right. Any theft of agency property, destroying or damaging agency property, threat to or assault on staff, or sale or purchase of illicit drugs on agency property nulls and voids your right to privacy and confidentiality. All of your records will be turned over to the proper authorities for prosecution.

CPC adheres to all governmental requirements and confidentiality is strictly enforced. CPC values you as a consumer and will make every effort to ensure confidentiality in all applicable areas as this is our priority. CPC has developed a consumer privacy process that will guard your personal information. Your assistance will be greatly appreciated. If you feel you have witnessed a breach of confidentiality of your or another consumer's information, please inform our office at 405-256-5996. If, for any reason, you believe that CPC has violated your right to privacy as a consumer you can file a formal complaint to the following:

**Office of Civil Rights U.S. Department of Health and Human Services**

Customer Response Center: (800) 368-1019 Fax: (202) 619-3818 TDD: (800)  
537-7697 1301 Young Street, Suite 1169, Dallas, TX 75202 Email: [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov)

***Consumer/Client Health Information Rights***

Although your case record is the physical property of Center for Positive Change Inc. the information belongs to you. You have the right to:

- \* Obtain a paper copy of this notice of information practices upon request.
- \* Inspect and copy your case record as provided for in 45 CFR 164.524 \*\*
- \* Amend your case record as provided in 45 CFR 164.528\*\*
- \* Obtain an accounting of disclosures of your information as provided in 45 CFR 164.528\*\*
- \* Request communications of your substance abuse information by alternative means or at alternative locations.
- \* Request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522\*\*
- \* Revoke your authorization to use or disclose information except to the extent that action has already been taken.

In order to revoke your authorization please send a written request to Center for Positive Change, Inc. Attn: Clinical Director, 500 N. Financial Terrace, Suite G, Mustang, OK 73064.

\*\*The Code of Federal Regulations (CFR) is the codification of the general and permanent rules and regulations (sometimes called administrative law) published in the Federal Register by the executive departments and agencies of the Federal Government of the U.S.

Understanding your treatment record/information

Each time you visit CPC a record of your visit is made. Typically, this record contains your presenting problems, diagnoses, treatment and a plan for future care or treatment. This information, often referred to as your case record, serves as a:

- \* Basis for planning your care and treatment.
- \* Means of communication among the many professionals who contribute to your care.
- \* Legal document describing the care you received.
- \* Means by which you or a third-party payer can verify that services billed were actually provided.
- \* A tool in education for other professionals (training purposes, etc., for those new employees who have signed their own confidentiality agreement).
- \* A source of data for medical research.
- \* A source of information for public health officials.

- \* A source of data for our planning and marketing.
- \* A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

Understanding what is in your case record and how your mental health information is used helps you to ensure its accuracy, better understand who, what, when, where, and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

## ***VI. Grievance Procedure***

All consumers/clients of CPC are entitled and encouraged to express any dissatisfaction with any aspect of CPC. If a situation arises in which you feel dissatisfied about your services rendered, or any personnel staff, the following steps are designed to eliminate any disturbances you may have:

1. Verbalize your Grievance. You may call the office, verbalize to your therapist or you may obtain a grievance form from any staff member of CPC.
2. Within three (3) working days after grievance is filed, Senior Management will make all attempts to resolve the issue(s).
3. An appeal must be made in writing if you are not satisfied with the decision made by Senior Management.
4. Senior Management shall make a written response within ten (10) working days. The decision shall constitute the final appeal in resolving your grievance.

### **Special Circumstances**

If a child is in the custody of DHS and the grievance has not been satisfactorily resolved, this grievance may be forwarded to the office of the Advocate Defender, P.O. Box 25352, Oklahoma City, OK, 73125, with the Department of Human Services (DHS). The Department's Grievance and Abuse Review Committee shall review the grievance.

### **For More Information or to Report a Problem**

If you have questions and would like additional information, you may contact Center for Positive Change, Inc. at 405-256-5996. The consumer/client may at any time during the grievance period take his/her concern directly to the Oklahoma Department of Mental Health and Substance Abuse Services, Consumer Advocate, by telephoning the Office of Consumer Advocacy at (405) 521-4256 or toll free (866) 699-6605. If you believe your privacy rights has been violated you can file a complaint with the Privacy Officer with Center for Positive Change, Inc. or with your regional Office for Civil Rights, US Department of Health and Human Services. There will be no retaliation for filing a complaint with either the Privacy Officer or the Office for Civil Rights.

## ***VII. Consumer Orientation Information***

### **Our Responsibilities**

Center for Positive Change, Inc. is required to:

- \* Maintain the privacy of your treatment information.
- \* Provide you with this notice as to our legal duties and privacy practices with respect to information we collect and maintain about you.
- \* Abide by the terms of this notice.

- \* Notify you if we are unable to agree to a requested restriction.
- \* Accommodate reasonable requests you may have to communicate treatment information by alternative means or at alternative locations.
- \* Orient you to the CPC location you will receive services including evacuation procedures, emergency exits, fire suppression equipment, and first aid kits. There are maps located in the lobby area with this information that we strongly suggest you review.

CPC reserves the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will make every effort to communicate this information to our consumers.

### Consumer/Client Responsibilities

The therapeutic process is one that is collaborative between the therapist and the consumer/client. CPC expects consumers/clients to actively participate in the treatment process, which may include involving family members, spouses, friends, or others close to the consumer/client. In addition to actively participating in the treatment process, it is the responsibility of the consumer to do the following:

- \* Abide by the terms of this notice.
- \* Attend scheduled appointments on time and consistently, prevent no-showing an appointment.
- \* Actively participate in therapy sessions by demonstrating motivated/positive attitude towards treatment.
- \* Be prepared to pay for services at the time they are rendered.
- \* Participate in satisfaction surveys periodically.

If a consumer/client is unable to adhere to his/her responsibilities, the clinician may recommend that the consumer/client discontinue treatment or transfer to another facility. If a consumer/client "No-Shows" 3 consecutive appointments, the clinician may discontinue treatment or transfer to another facility due to demonstrating a lack of engagement in the therapeutic process.

### Accessibility

CPC adheres to all legal and regulatory requirements including but not limited to: American Disabilities Act, Oklahoma Department of Mental Health and Substance Abuse, Department of Labor, and so forth. CPC prohibits discrimination on the basis of disability. CPC locations are handicap accessible. Should a consumer/client require further accommodations, the consumer/client is encouraged to speak with the CPC office at 405-256-5996.

### Available Services

CPC provides outpatient counseling services to children, adolescents, adults, families, and couples throughout central Oklahoma. The CPC Outpatient Behavioral Health Program provides services for men, women, and children with diverse needs: childcare, home-based services, stable housing, legal assistance, educational services, medical assistance, parenting, domestic violence services, and financial assistance. CPC provides case management services and referral/linkage to community resources to address the special needs of the person(s) served. Services are provided directly by clinicians/qualified mental health professionals contracted with CPC.

### Settings

CPC Mustang is located at 500 N. Financial Terrace, Suite G, Mustang, OK, 73064. CPC Yukon is located at 110 South 5th Street, Suite 200, Yukon, OK, 73099. Each location is an office setting in which the qualified



mental health professional will meet with the consumer(s)/person(s) served in an available confidential office space. The qualified mental health professional is responsible for ensuring that an office space is available for his/her appointment with the consumer/person served. Services such as community outreach/education are typically provided within the community at locations such as schools, churches, and others. Home-based services are provided by clinicians on a needs basis and occur in the home of the consumer.

#### Advance Directives/Treatment Advocates

All consumers/clients have the right to designate a treatment advocate to assist in making decisions regarding his/her treatment. Consumers may also choose to have an advance directive in place for making treatment decisions should he/she become incapable of making such decisions.

#### Frequency of Services

Services are typically provided on a weekly basis; however, the frequency of services is determined by the qualified mental health professional and consumer/person served based upon the strengths, needs, abilities, preferences of the client, as well as the treatment plan goals and objectives which are collaboratively developed by the qualified mental health professional and consumer/person served.

#### Client Satisfaction Surveys

CPC provides consumers/clients with client satisfaction surveys via email, mail, phone, or paper copy at the initial visit, at extension or review of client progress (approx. 6mos. into treatment), at discharge, and quarterly for one year after discharging from services. CPC values its consumers/clients and appreciates consumer feedback. Surveys are confidential and anonymous. Surveys do not impact the treatment the consumer will receive nor will a consumer/client be subject to any form of retaliation.

#### Discharging from Services

Discharge planning begins during the initial assessment as the provider and consumer collaborate and develop goals for treatment as well as discharge criteria as part of the counseling process. The planning includes a continuing services plan or transition plan to include needed referrals, introduction to community support groups, and contact with family when appropriate to assist in meeting the needs of the consumer as he/she discharges from services.

#### Recording of Sessions

CPC requests that consumers/clients do not video/audio record sessions without the provider's knowledge. This request is made due to the sensitive nature of therapy sessions and the rules/laws regarding confidentiality. Your provider reserves the right to discharge you from services with CPC and refer you to another facility for services should you violate this request.

### ***VIII. Promissory Financial Agreement and Policies***

#### Consumer/Client Financial Responsibility

The consumer/client or parent/guardian (if a minor) is responsible for the payment of his/her care. Payment is due at the time services are rendered. As a convenience for our clients we accept cash, check, debit cards, and most major credit cards. The consumer or parent/ guardian (if a minor) is responsible for any additional

charges/ fees incurred at the discretion of CPC, Inc, such as return check fees, medical record fee, etc. At the initial visit, all consumers/clients are required to present a valid driver's license and/or state/military ID and provide CPC with accurate demographic information such as mailing address. In addition, clients filing insurance are required to present a current insurance card and as needed throughout course of treatment and care. (If a minor, the parent/ guardian will provide such documentation).

### Insurance

CPC accepts/bills most insurance plans and Employee Assistance Programs (EAPs). If the consumer is covered by the Oklahoma Healthcare Authority (OHCA) through the Medicaid system, then the consumer will be referred to another agency for services until CPC is contracted through OHCA. Any outstanding balances such as co payments and/or deductibles are due at the time of service. You, as the consumer, have assigned benefits of your insurance or health care coverage to CPC and you are responsible for any charges not covered by that assignment. The assignment of your benefits to CPC authorizes CPC to submit claims for all benefits, for services rendered, and for services to be rendered, without obtaining your signature on each and every claim to be submitted on behalf of the consumer. It is your responsibility to provide the updated and accurate insurance card or information. If a claim is denied due to inaccurate information and then is denied for untimely filing, you will be responsible for all charges. If a non-contracted insurance carrier has not paid within 60 days of billing, fees are due and payable in full from you. The insurance company is responsible to you, the consumer/client, and the consumer/client is responsible to us. We cannot render services on the assumption that the charges will be paid by an insurance company. The billing week begins on the day of your admittance to our agency. All accounts are to be kept current. Payments can be made in advance if that is helpful to your financial situation and you are on an elongated treatment program. Payment is expected when you check-in at the front desk for your appointment, just prior to your session with your provider.

### Self Pay/Payment Plans/Statements

For consumers without insurance coverage, it is our policy that payment is due in full at the time services are rendered. The fees charged are determined by CPC, Inc. and agreed upon prior to rendering services. Payments can be made in advance if that is helpful to your financial situation and you are on an elongated treatment program. Payment is expected when you check-in at the front desk for your appointment, just prior to your session with your provider. CPC uses a sliding scale which uses the consumer's income and number of dependents to determine an appropriate fee for services. Every effort will be made to serve consumers without regard to his/her ability to pay. We understand you may need special arrangements in order to help accommodate your financial situation. It may be beneficial to set up a payment arrangement. If this is necessary for you, please bring this to our attention prior to your scheduled appointment. This office will require a signed Promissory Financial Agreement. A statement of balance owed will be sent to my address or email on file.

### Payment & Services of a Minor (17 or younger)

Center for Positive Change, Inc. does not facilitate payment arrangements between parents/guardians (responsible parties). The parent/guardian that is with the consumer at time of service will be responsible for payment at that time regardless of any other arrangements or agreements. This is subject to change only when

provided with court ordered documentation stating otherwise.

### Delinquent Accounts

Any balance not paid by the consumer's insurance or other payer source is the consumer's responsibility. You, as the consumer, need to notify Center for Positive Change, Inc. immediately of any changes to your insurance or other payer source. If it becomes necessary to send an account to an attorney for collections, you may be required to pay attorney's fees, court costs, and any additional fees assessed in the collection of that debt. In addition, your protected health information (PHI) may be disclosed, and your right to anonymity will be relinquished should you default on your financial agreement to CPC, Inc. You, as the consumer, understand that our office reports to an outside collection agency.

### Appointments

Please notify staff at least 24 hours in advance, if you are unable to make your scheduled appointment. We understand that unexpected emergencies may arise, and these situations will be addressed on a case by case basis. A No Show/Cancellation fee in the amount of \$80.00, will be applied to your account for appointments not cancelled within 24 hours. **Insurance companies will not pay for cancelled appointments or no show fees; therefore, you are responsible for those charges.** Unless exempt, if you arrive 15 or more minutes late to your appointment, your appointment will be considered a No Show and you will be charged the \$80.00 fee. You are responsible for charges incurred regardless of payer source. Fees in the financial policy are subject to change.

### Medical Records

There will be a charge of one dollar (\$1.00) for the first page and fifty cents (\$0.50) for subsequent pages [76 Okla. Stat. Sec. 19] for any medical records released. Please allow 10 business days for your request to be processed.

### Court Appearances

In the event that it is necessary for the therapist/provider to testify before any court, arbitrator, or other hearing officer, whether the testimony is factual or expert, the consumer agrees to pay the therapist/provider for his/her services, including travel, preparation, and necessary expenditures (copies, parking, meals,) at the noted rates, rounded to the nearest half hour. There is a \$500 non refundable deposit due 14 days before the scheduled appearance. The minimum charge for any court appearance is \$500 and an additional \$250 per hour after the first two hours - regardless if testimony is given or not. The consumer further agrees to pay charges that exceed the \$500 deposit on the day of testimony.

### Fee Schedule\*\*

Assessment & Evaluation (60-90min)=\$175

Individual Therapy (50-60min) = \$145

Family Therapy (50-60min)=\$145

Marriage Counseling (50-60min) = \$145

Group Therapy (50-60min) = \$75

No-Call No-Show = \$80

Returned Checks = \$25

Medical Records = \$1.00/first page and \$0.50/subsequent pages

Court Appearances = \$500 non refundable deposit/\$250 per hour after the first 2 hours

**\*\*ALL Fees are subject to change without notice. We will file claims with most commercial insurance providers. Please contact office staff at 405-256-5996 for further questions and concerns.**

## ***IX. Health and Safety***

### Weapons and Drug Policy

All visitors, consumers/clients, and employees/staff are prohibited from carrying or possessing a handgun or other weapon, or possessing illegal or legal drugs, prescription medications, or other illegal substances while on CPC premises, or while providing consumer/client services. A violation of this policy may be grounds for immediate termination of service or employment.

### Medication Use

CPC does not practice handling, prescribing, dispensing and/or administering medication at any time, including those which are self-administered by the consumer. If our consumers are in need of this service, he/she will be referred to a licensed professional off site.

### Seclusion and Restraint

CPC does not use seclusion and/or restraint of any kind. If a consumer/client cannot be de-escalated in an appropriate manner/method the clinician and/or responsible adult should call 911 and/or proceed to the nearest emergency room. CPC promotes the use of de-escalation strategies, managing behavior, and most of all, empowering consumers to manage their own behavior. CPC strives to prevent unsafe behaviors through identification of contributing factors, underlying health conditions, life experience with interpersonal relationships, and implements alternative interventions to avoid the use of seclusion or restraint.

### Smoking Policy

CPC is a smoke free facility. The building in which it resides is a non-smoking building. For those consumers/clients who are using tobacco products, CPC recommends that tobacco use be addressed in each consumer's treatment plan by means of the 5 A's Tobacco Cessation counseling process. CPC encourages all staff to adopt a healthy lifestyle and present as role models to persons served. This policy applies to consumers/clients, visitors, and staff. Violation of this policy by staff may result in disciplinary action. Violation of this policy by consumers/clients may result in termination of services or referral to another agency.

### Health/TB/HIV/AIDS/STI Information

CPC recommends that consumers schedule a check up with his/her primary physician if the consumer has not been seen in the last year. CPC recommends HIV/AIDS testing, as well as testing for other sexually transmitted infections (STI's) to all consumers, especially those who are considered to be high risk. CPC recommends TB testing to all consumers, especially those who are considered to be high risk.

HIV, or Human Immunodeficiency Virus, is a virus which can lead to AIDS, Acquired Immune Deficiency Syndrome. Once a person contracts HIV, he/she will always have the virus and test positive for HIV. HIV attacks the immune system by attacking T cells (CD4 cells) which leaves the person vulnerable to diseases and infections and weakens the body. AIDS is the last stage of HIV in which the person has a severely damaged immune system. The time it takes for HIV to progress into AIDS varies and may take up to 10 years or more. As is often the case with many sexually transmitted infections, it is often impossible to tell if someone has HIV and many carriers do not know that they are infected. The following symptoms can be experienced within 2-4 weeks of contracting the virus: fever, swollen glands, sore throat, rash, muscle and joint aches and pains, and headache.

According to the World Health Organization (WHO), Tuberculosis (TB) is caused by bacteria (*Mycobacterium tuberculosis*) that most often affect the lungs. Tuberculosis is curable and preventable. TB is spread from person to person through the air. When people with lung TB cough, sneeze or spit, they propel the TB germs into the air. A person needs to inhale only a few of these germs to become infected. When a person develops active TB disease, the symptoms (such as cough, fever, night sweats, or weight loss) may be mild for many months.

It is the policy of CPC not to discriminate against people who have, or who are at risk for, infectious diseases. This would include, but is not limited to, HIV/AIDS, Hepatitis, Tuberculosis, as well as other blood-borne pathogens. Therefore, CPC has instituted procedures to prevent the spread of illness, as well as protect staff/ employees and consumers/clients from the spread of disease. CPC is committed to maintaining a safe and healthy work and treatment environment for all staff and consumers. This commitment stands on the recognition that HIV and AIDS is not transmitted through any casual contact.

#### Transportation Policy

CPC strictly prohibits the transportation of consumers. It is the mission of CPC to make every possible effort to link the consumer with resources for transportation such as Sooner-ride or public transportation.

#### ***\*\*Final Statement\*\****

***After receiving this Consumer Handbook, ALL consumers are required to sign the Acknowledgment of Receipt of Consumer Handbook. By signing this document, the consumer acknowledges that he/she has been provided with the Consumer Handbook and that the information has been communicated in a meaningful way. By signing the Acknowledgment of Receipt, the consumer also agrees to abide by the terms and conditions stated within the Consumer Handbook. Should information or practices change, CPC will make every effort to notify consumers. Once again, we would like to thank you for choosing our agency as your behavioral health provider. We look forward to exceeding your expectations!***