DAVID LAWRENCE CENTERS FOR BEHAVIORAL HEALTH®

CLIENT HANDBOOK

Your Guide to an Exceptional Client Experience

Our Mission is to provide exceptional, lifesaving and life-changing behavioral health care available to all.

The Vision of DLC is *to lead the way in transformational behavioral health care for all who seek and expect the best*.

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David Lawrence Centers for Behavioral Health (DLC) is *committed to life-changing wellness* by providing exceptional, compassionate care utilizing innovative healthcare practices. We respect the dignity and unique expression of each individual and are dedicated to making a powerful difference in lives.

Your Rights & Responsibilities

ACCESSING SERVICES AND INFORMATION YOU SHOULD KNOW

You have the RIGHT to:

- Receive care within a reasonable time based on clinician assessment and within the scope of services provided.
- Be informed of any actions, procedures, or decisions that may affect you and your treatment at the DLC.
- Participate in the development and review of treatment/services and discharge planning.
- Participate in the least restrictive means of treatment with maximum potential benefit.
- Have family members or loved ones participate in treatment planning throughout the duration of treatment.
- Be treated with dignity and respect regardless of inability to pay; Medicare, Medicaid, or Children Health Insurance Program coverage; or race, color, religion, national origin, sex, gender identity, sexual orientation, age, or disability, and be free from unlawful discrimination.
- Equal opportunity to benefit from all programs and services through reasonable accommodations under the Americans with Disabilities Act (ADA). If you are deaf or hard-of-hearing, you are entitled to interpreter services at no cost to you.
- Have a second opinion regarding services provided.
- Request copies of your medical record by contacting the Clinical Records Department.
- Provide input through customer satisfaction surveys.
- Be informed of payment obligations for services rendered.
- Be provided with translation services as needed upon request with no cost to you.

RIGHTS OF MINORS (PERSONS UNDER THE AGE OF 18)

- Minors have the right to be educated about their diagnosis, medications, and treatment planning.
- Minors have the right to enter voluntary substance use treatment without parental consent. (Chapter 397.601(4)(a) F.S.)

MEDICATION

You have the RIGHT to:

- Have medication prescribed to you only as medically necessary.
- The administration of medication only by order of a physician, nurse practitioner, and/or physician assistant.
- Receive an appropriate explanation of the purpose, expected benefits, dosage, frequency, possible side effects, and the possible long-term effects of any medication prescribed, in language you can understand.
- Consideration of your opinion and reactions to medication.
- A regular review of your medication for adjustment, possible side effects, and possible discontinuation.
- Have records maintained which document your medication history, allergies, and adverse medication reactions.
- Refuse medication, except when it is court-ordered, or when it is necessary to prevent serious physical harm to yourself or to others.

REFUSAL OF SERVICES

You have the RIGHT to:

- Refuse, request release and/or discharge from any program unless deemed an emergency when needed to prevent harm to yourself or others.
- If you are not receiving services voluntarily, you have a right to an attorney, court hearing, and an appeal of that court decision by a higher court if you wish. If you cannot afford an attorney, the court will appoint one for you.
- Be informed that without services, your situation may get worse or be informed that your refusal of recommended services may result in termination of the service relationship.
- Refuse to be filmed, photographed or taped without your written permission.
- Refuse to take part in experimental studies or research without your written permission.

INFECTION CONTROL PRACTICES

DLC has established and implemented a strong and comprehensive Infection Prevention and Control Program, helping to facilitate wellness and an overall healthy lifestyle for staff, clients, and visitors. DLC follows guidelines and recommendations set by the Centers for Disease Control and Prevention.

The first line of defense is consistent and appropriate handwashing. Handwashing and Cover Your Cough instruction signs are posted throughout DLC restrooms and lobbies as a reminder to all staff, clients, and visitors of the steps for preventing the spread of infection.

To prevent the spread of infection, please contact the DLC prior to your appointment if you are experiencing:

- Nausea, vomiting, and/or diarrhea
- Flu-like symptoms; general malaise, body aches, etc.
- Drainage of the ears and/or eyes
- Fever of 100.4 or higher
- Known exposure to contagious disease(s)
- Open wounds, drainage, sores
- Productive cough, with either bloody, brownish, green and/or yellowish sputum
- Rash of unexplained origin

Every effort will be made to accommodate your needs and promptly reschedule your appointment once the illness is resolved. In addition, we encourage you to please contact your primary health care provider to arrange for prompt medical care.

For clients admitted to residential programs, additional infection prevention and control strategies may be implemented, to include screening and/or offering laboratory tests and appropriate treatment options to address the illness or infection.

CUSTOMER FEEDBACK

We strive to provide exceptional, compassionate care in all that we do. We encourage clients, families and/or loved ones to share your experience with us. For your convenience, you may go to davidlawrencecenters.org and/or request a DLC Customer Experience Survey from a DLC staff member

OUTPATIENT

INPATIENT

FILING A WRITTEN COMPLAINT/GRIEVANCE

Any client, family member or legal representative of a client may file a grievance as a formal notice of dissatisfaction. If you wish to lodge a formal complaint and/or are unhappy with the services you are receiving, please share your concerns with us. The grievance procedure involves a series of steps offering the possibility of a satisfactory resolution at each step. The filing of a grievance will never adversely affect the quantity or quality of services provided to an individual. There will be no form of retaliation related to the filing of a grievance and/or formal complaint. We request that you use the following steps for filing a written grievance:

- Grievance forms are readily available in each of our program areas. Please complete the form and return it to any reception area or to any DLC staff member. We will be happy to assist you in completing the form, if requested.
- The grievance form will be given to a Quality Improvement representative within 24-hour business hours. This person will review the grievance and contact appropriate staff who are involved and can help resolve the grievance.
- You will then be contacted by a staff member within a reasonable period of time who will work with you to help resolve the grievance. If you have any questions concerning your grievance, please call (239) 455-8500 ext. 1453.
- If the previous steps have taken place and you are still not satisfied with the results, you may contact:
    - Florida Abuse Hotline at 1-800-96-ABUSE; the District Medicaid office at 1-888-419-3456
    - Department of Children and Families, Office of Civil Rights, 1317 Winewood Blvd. Bldg. 1, Rm. 110, Tallahassee, FL 32399-0700
    - Southeast Region, U.S. Dept. of Health & Human Services, Office for Civil Rights, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth Street SW, Atlanta, GA 30303
    - Agency for Health Care Administration 1-800-419-3456
      2727 Mahan Drive, Tallahassee, FL 32308
    - Joint Commission, Office of Quality and Patient Safety, One Renaissance Boulevard
      Oakbrook Terrace, Illinois 60181 - 1.800.994.6610.

ABOUT YOUR BILL

We offer reduced fees for all programs sponsored by the State of Florida, depending on client eligibility. A financial counselor is available to review documentation of income and determine discount eligibility to assist with your account. Clients/parents/legal guardians are responsible for deductibles, co-insurance or non-covered charges unless otherwise indicated. You will receive statements from us advising you of the status of your account. If you move, please inform a staff member at time of checking in for your appointment or you may contact the Billing Department with your new address. You may pay your bill online at **davidlawrencecenters.org.** If you disagree with the insurance benefits paid by your insurance provider, please contact them directly.

Medicare: DLC is a Medicare Part B provider and may be reimbursed for professional services only. *Inpatient costs such as room and board are not reimbursable under Medicare*.

Medicaid: DLC is a Medicaid provider and will accept Medicaid as payment, along with client co-payment for covered services. Medicaid requires a co-payment for most services, except for services to children and to pregnant women. *Certain services may be subject to limitations and/or may not be covered under Medicaid.*

Commercial Insurance: DLC accepts assignment of benefits and will bill the insurance provider on behalf of a client. The Center has contracts with many Managed Care Organizations.
You will be responsible for all deductibles, co-payments and non-covered services.

TOBACCO-FREE ENVIRONMENT

DLC is committed to the promotion of a tobacco-free environment. Therefore, clients are not permitted to use any tobacco products, including vaping, or e-cigarettes, on DLC property.

WEAPONS

DLC is committed to the safety of clients, staff, and visitors. Accordingly, with the exception of law enforcement and those authorized by DLC, no weapons of any kind are permitted at any DLC location.

CLIENT WEB PORTAL

We provide you with secure access to your personal Client Portal that allows you 24/7 access to the following:

- View scheduled appointments
- Complete intake paperwork prior to initial appointment
- Complete Releases of Information and request records
- View current list of prescribed medications
- View clinical summary and diagnosis
- View list of services rendered

Please ask a DLC staff member how you can access your personal Client Portal.

Service Locations and Phone Numbers

David Lawrence Centers - Main Campus

6075 Bathey Lane
Naples, FL 34116
(239) 455-8500

Adult and Children Outpatient Program Contact Information

Centralized Scheduling*	Access Center*	Medical Services Nurses Helpline
(239) 455-8500	(239) 455-8500	(239) 304-3516
Monday-Thursday 8 am – 5 pm	**Monday-Thursday** 8 am – 6 pm	**24-hour voicemail line**
Fridays 8 am – 3 pm	**Fridays** 8 am – 3 pm	Calls returned with 48 business hours

*Closed Holidays

Inpatient Program Contact Information

Emergency Services & Crisis Stabilization	Crossroads Addiction Services for Adults	Detox Program for Adults
(239) 455-8500	(239) 354-1428	(239) 354-1425 Ext. 1527
7 days / week 24 hours / day		

Immokalee Satellite Services

425 N. First Street
Immokalee, FL 34142
(239) 657-4434

Adult and Children's Outpatient Services

Monday – Thursday: 8 am – 5 pm
Closed Fridays
(excluding holidays)

Horseshoe Drive Satellite Services

2806 South Horseshoe Drive
Naples, FL 34104
(239) 263-4013

Community Services:

Monday – Thursday: 8 am – 5 pm
Friday: 8 am – 3 pm
(excluding holidays)

FACT Services

5266 Golden Gate Parkway
Naples, FL 34116
(239) 276-7290

Additional Services Available (Independently owned and operated)

- Genoa Pharmacy (239) 234-1446

Health Insurance Portability & Accountability Act (HIPAA) Notice of Privacy and Security Practices & Notice of Client Rights Abbreviated Statement

For more than 50 years David Lawrence Centers for Behavioral Health has maintained an unwavering commitment to assure you, our client, that the privacy and security of your information is high priority throughout our organization.

We have developed standards, policies and procedures to ensure that we treat your personal information properly at all times. This notice describes how your medical, mental health, and substance abuse information may be used and disclosed and how you may have access to this information. **PLEASE REVIEW THIS INFORMATION CAREFULLY.**

The following are our standards to ensure that your information is protected.

COLLECTION OF INFORMATION: DLC collects the information needed to assess and provide treatment for your mental health and/or substance use conditions.

DISCLOSURE OF INFORMATION: The Center may disclose your information if there is proper consent, court order or as allowed by Federal and Florida Law 42 C.F.R. Part 2 and HIPAA to conduct our business and to assure that you receive appropriate treatment and medications.

Other uses and disclosures of your protected health information will be made only with your written authorization, unless otherwise permitted or required by law, up to and including:

- sale of individual's PHI
- use of individual's PHI for marketing and fundraising
- uses and disclosures of psychotherapy notes
- certain disclosures to a health plan where the individual pays out of pocket in full for the healthcare item or service, including Medicare

The information that is released will contain only the minimal necessary to meet the request or requirement.
You have the right to file a complaint if you think we may have violated your privacy rights. You may contact our Privacy Officer by phone at (239) 455-8500 or by email at info@DLCenters.org.

You also have the right to notify the U.S. Department of Health and Human Services (DHHS) or their designee if you feel that DLC has not been compliant with the Privacy and Security of your health information at the following address:

United States Department of Health and Human Services (DHHS)
Attention: Office for Civil Rights
Sam Nunn Atlanta Federal Center, Suite 3B70
61 Forsyth Street SW Atlanta, Georgia 32303-8909

There will be no retaliation for filing a complaint.

CLIENT'S RIGHTS TO DISCLOSE, REVOKE, ACCESS AND REQUEST CORRECTION OF INFORMATION:

- You have the right to make a written request to disclose, revoke, access and request correction of your protected information and you have the right to revoke your consent for disclosure of your protected information at any time except to the extent that action has been taken in reliance on it. You also have the right to review the information in your record and to request copies at a nominal charge, including electronic copies of information stored and maintained in our electronic medical record. We will also inform you as to whom we have disclosed information.

If you need further information on this notice, please contact our Privacy Officer by phone at (239) 455-8500 or via email at info@DLCenters.org.

Advance Directives

At David Lawrence Centers for Behavioral Health Services, clients are encouraged to make decisions concerning their health care before they become incapacitated. We believe that understanding each client's personal views and values are vital in order to best determine the care provided.

Under Florida law, patients have the right to accept or refuse medical or surgical treatment and to prepare a living will or similar document. Although DLC is not a hospital facility, we ask that you inform the admission/intake staff if you have completed any of the following documents and that you provide a copy for filing in your clinical record:

HEALTH CARE SURROGATE

Florida statutes provide that any competent adult patient may designate a person to serve as a health care surrogate to make health care decisions for him/her and to provide informed consent for treatment. A health care surrogate may be asked to make treatment decisions for clients in our crisis unit. A Health Care Surrogate cannot voluntarily admit a person to the Residential Programs, to include the CSU. Please let us know if you have already appointed a Health Care Surrogate.

DURABLE POWER OF ATTORNEY

Patients who have executed a durable power of attorney document have legally named an adult individual as their agent for the purpose of making treatment or refusal of treatment decisions. Such agents have the legal authority to refuse that resuscitation measures be employed in a hospital setting.

ADVANCE DIRECTIVE (LIVING WILL)

Any competent adult has the legal right to refuse medical intervention, including life-saving procedures. This document is a written-signed declaration instructing the responsible physician to withhold or withdraw resuscitation measures when the patient is in a terminal condition and unable to communicate his/her wishes

Writ of Habeas Corpus (Crisis Stabilization Only)

Any adult has the legal right to petition the Circuit Court for a Writ of Habeas Corpus to question the cause and legality of their detention. Furthermore, a petition may be filed in the Circuit Court in the county in which one is placed for Redress of Grievances alleging that one is being unjustly denied a right or privilege or that an authorized procedure is being abused.

DAVID LAWRENCE CENTERS FOR BEHAVIORAL HEALTH™

David Lawrence Centers for Behavioral Health Services is licensed and sponsored by the State of Florida Department of Children and Families (DCF) and is accredited by the Joint Commission.