

KENDALLS REHAB SERVICES OF LA

CLIENT HANDBOOK

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Program Philosophy

Based on a system of beliefs, it is our philosophy to provide services that are strength based, holistic, inclusive to all children and adolescents and which promote individual success and freedom of choice.

Services are: Consumer-driven, Community-based, Family-focused, and provided by a multi-disciplinary treatment team.

Program Mission

Kendalls Rehab Services of LA maintains the following beliefs:

- That all people are capable of growth and change;
- That change occurs when people are actively involved in the change process;
- That individuals must be offered free choice in determining desired change;
- That change should occur in the least restrictive environment possible;
- That success is measurable, meaningful and specific to each individual client.

Program Goal

The overall goal of Kendalls Rehab Services of LA Outpatient Program is to increase the quality of life through the provision of specialized outpatient mental health services. Specific areas of focus may include:

- A. Recovery
- B. Vocation/Education
- C. Family Counseling
- D. Relationships
- E. Attention Deficit Hyperactivity Disorder
- F. Spirituality
- G. Coping Skills
- H. Anger Management
- I. Grief and Loss

Components of Mental Health Services

- Community Support
- Individual Intervention (Children)
- Individual Intervention (Adult)
- Parent/Family Intervention
- Psychosocial Skills Training (Children)
- Psychosocial Skills Training (Adult)
- Medication Management

Quality Management Plan

The following is Kendalls Rehab Services of LA's plan for input from persons served. In addition to ongoing processes that continue to be part of our plan, several new processes for input may be developed yearly.

A. Evaluation of Functioning of the Persons Served:

During the current fiscal year, Kendalls Rehab Services of LA, will initiate the use of the LOCUS/CALOCUS within the Community-Based Rehabilitation Program to increase the input from persons served regarding functional status at various points in the process of services. A clinician will administer the LOCUS/CALOCUS at admission and treatment extensions. This information will be used in aggregate form to assist the organization in determining functional status of the persons we serve throughout their programming.

Each quarter the program director will determine the average score for each of the twelve subscale functioning indicators of the LOCUS/CALOCUS. These scores will be compared across specific time intervals to evaluate the level of change within the program and will be used by the management team as input to determine if revision of programming and services may be appropriate. These activities and the feedback concerning changes will be reflected and announced by the management team.

B. Suggestion Boxes:

Kendalls Rehab Services of LA's office has a client suggestion box and online survey. In office, suggestion forms and pencils are available in the front area. Each month suggestions are gathered by the facility manager and shared with staff in a regularly scheduled staff meeting for consideration of changes to assist in meeting the needs of persons served. Changes may be made at the facility level if they involve daily activities and issues that are specific to the office that do not require organizational policy and procedural changes. All suggestions are submitted to the management team, and any suggestion that would require overall policy, procedure, or programming changes are considered by the management team who determine final disposition and actions.

C. Bi-Weekly Staff Meetings

Kendalls Rehab Services of LA conducts bi-weekly clinical staff meetings with all staff. These meetings include a consistent flow of information regarding communication between persons served and staff. Any specific information that would warrant further inquiries

or investigation are forwarded to the management team who utilize the information to modify, revise or change practices, policies, and procedures as a result of receiving the information.

D. Family Feedback Project

Kendalls Rehab Services of LA management team uses an annual process to seek relevant and specific feedback from family members and/or guardians of persons served by the organization. Information is used and trended in a formatted manner and provided to the management team for consideration in changing policy, procedures, and practices.

E. Accreditation

In order to ensure Kendalls Rehab Services of LA's licensed and unlicensed clinical staff are providing quality services and enhancing the life of the persons served, Kendall will maintain an accreditation for behavioral health services.

Rights and Responsibilities

CLIENT RIGHTS:

- A. All persons receiving services from Kendalls Rehab Services of LA shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
- B. Persons served have the right to live in the community of their choice without restraints of their independence, except those restraints to which all citizens are subject.
- C. Persons served have the right to be treated with courtesy and dignity, and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable on the basis of a psychiatric diagnosis.
- D. Persons served have the right to be notified of all rights accorded them as clients of services at time of admission or within 24 hours of admission and annually for clients who have been in the program for more than a year and in terms that they understand.
- E. Persons served have the right to be treated in the least restrictive setting to meet their needs. Use of physical restraint will be limited to emergency situations where there is a reasonable expectation that the situation would result in serious injury or death to the client or other persons in the environment.
- F. Persons served have the right to receive services conducted in a manner reflecting quality, professional, and ethical standards of practice, and shall be apprised of Kendalls Rehab Services of LA's code of ethics/conduct, and be given a copy of the program's rules and regulations upon admission, including contact information of Health Standard Section (HSS) during routine business hours.
- G. Persons served have the right to receive services without discrimination based on race, color, sex, sexual orientation, age, religion, language, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental handicap or ability to pay for services upon meeting Louisiana Department of Health and Hospitals Mental Health Rehabilitation qualifications for Medicaid reimbursed Mental Rehabilitation Agencies.
- H. Persons served have the right to be treated in an environment free from physical abuse, neglect, sexual abuse, physical punishment, financial abuse or psychological abuse by threatening, intimidating, retaliation, harassing, humiliating, or other exploitation actions on the part of staff.
- I. Persons served have the right to be fully informed of the services to be provided (other available treatments which may be appropriate), title of personnel providing services, the right to consent to services, risks, benefits, and side effects of all proposed treatment and medications, the right to refuse services (with the exception of legally mandated services) without fear of retribution or loss of rights, and the probable health and mental health consequences of refusing treatment.
- J. Persons served have the right to privacy and receive care in a safe setting during facility visits. Individuals and/or group visits are permitted only when the purpose of the visitation is educational or professional in nature. Planning for outside visitors shall provide for limited interruption of client routine, therapeutic or rehabilitative programs, and related activities. Persons served will be given notice of such visitation.
- K. Persons served have the right to confidentiality. Information may not be released without the client's written permission, except as the law permits or requires.
- L. Persons served, or the client's legal guardians, have the right to review the client's record at any reasonable time upon request, including prior to an authorized release, and shall be afforded the assistance of a Licensed Mental Health Professional in cases where a reasonable concern exists of a possible harmful effect to the client through the misinterpretation of information in the record.
- M. Persons served, along with family or significant other(s), when appropriate, have the right to be informed of the client's own health status and to participate in the development, implementation, and updating in their treatment and treatment planning. Persons served have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
- N. Persons served have the right to an individualized, written treatment plan to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.
- O. Persons served have the right to request and receive outside (other than Kendalls Rehab Services of LA employees) professional consultation regarding their treatment at their own expense.
- P. Legally competent persons served have the right to refuse treatment, except in emergency situations or other circumstances required by law. Persons served shall not be denied treatment, services, or referral as a form of reprisal, excepting that no individual provider shall be obligated to administer treatment or use methods contrary to his or her clinical judgment.
- Q. Persons served shall have access in advance to written information about fees for services and their rights regarding fees for services and any limitations on the length of services at the time of admission or within 72 hours.
- R. Persons served have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility, and have the right to appeal such decisions.
- S. Persons served have the right to informal complaint and/or formal grievance of practices or decisions that impact their treatment or status without fear or concern for reprisal by Kendalls Rehab Services of LA, or its staff, and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
- T. Persons served have the right to know that they will not be asked to participate in research.
- U. Persons served have the right to access guardians, self-help groups, advocacy services, and legal services at any time and/or have a family member, chosen representative and/or their own physician notified of admission to Kendalls Rehab Services of LA at the request of the client. Access will be facilitated through the Office Coordinator.

- V. Persons served have the right to be treated in the least restrictive environment, be provided evidence-based information about alternative treatments, have access to their records, and have equal access to treatment regardless of race, ethnicity, gender, age, sexual orientation, and sources of payment.
- W. Persons served have the right to be informed of appeal procedures, initiate appeals, have access to grievance procedures, receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.
- X. Persons served have the right to be protected from the behavioral disruptions of other persons served.
- Y. Persons served have the right to receive the services of a translator or interpreter, if applicable, to facilitate communication between the client and the staff.

CLIENT'S RESPONSIBILITIES

- A. Persons served have the responsibility to treat other persons served and employees with courtesy and respect.
- B. Persons served have the responsibility to behave in such a way as to protect themselves and others from exposure to or transmission of any infectious or communicable disease, including diseases that are sexually transmitted.
- C. Persons served have the responsibility to make their concerns known to Kendalls Rehab Services of LA staff and to ask questions when they require information from staff.
- D. Persons served have the responsibility to follow all of Kendalls Rehab Services of LA's safety rules and posted signs.
- E. Persons served have the responsibility to keep all scheduled appointments and to cancel by calling (318) 625-7571 as soon as the inability to attend scheduled appointment is known.
- F. Persons served have the responsibility to attend services alcohol and drug free.
- G. Clients have the responsibility to follow all treatment recommendations.

Grievance Policy

It is the policy of Kendalls Rehab Services of LA that the persons served are encouraged to state complaints and/or grievances if they believe their rights have been violated, and to pursue a resolution of their concerns in a structured format that provides fair and equitable results through due process.

Personal and Confidential Information

- Kendalls Rehab Services of LA will protect personal and confidential information concerning the organization's system, staff, and clients.
- Kendalls Rehab Services of LA staff shall not disclose confidential client information unless upon the client's request and/or when authorized by law. Appropriate use of client information for research purposes must be obtained with the full informed consent of participants in the research.
- Confidential information will only be discussed with or disclosed to persons and entities outside the organization through the request of the client. Persons outside the organization include the family, business, or social acquaintances of the client.
- Clients can request, and are entitled to receive copies or summaries of their records with the exception of minors, who may be provided with copies of their record if it is judged appropriate by the provider charged with their care.
- Kendalls Rehab Services of LA staff will be familiar with all-organizational policy and procedures regarding confidentiality.

Crisis Intervention

Crisis intervention services may occur in a variety of locations including a health care provider agency or the community. It is the policy of Kendalls Rehab Services of LA to ensure that the emergency medical and mental health needs of all clients are addressed twenty-four hours a day, seven days a week. The organization will maintain an "on-call" system when staff is not available at the office to cover the emergency medical and mental health needs of all clients.

Transition Planning

It is the policy of Kendalls Rehab Services of LA to initiate the process of transition planning early in an individual's entry into programming. Transition planning will facilitate transfers to less intense levels of care within Kendalls Rehab Services of LA, or to community resources. Within this process, transition planning will fully involve the persons served, will be integrated within individual plans, and will result in a written transition plan when exiting a program. The persons served will be contacted after transition or discharge to gather information about their status to determine whether additional services are needed and to determine the effectiveness of its services.

Coordination of Care (Physical Health Providers)

Kendalls Rehab Services of LA will coordinate and communicate with primary care physicians concerning physical and behavioral health conditions of the persons served and who are taking medications for which there may be drug interactions. Kendalls Rehab Services of LA believes it to be imperative to provide coordination of physical and behavioral health care, including medications.

Medical Records Policy

Kendalls Rehab Services of LA ensures that the medical client protected health record is maintained in a manner that is consistent with the legal requirements & available to practitioners at each client encounter, facilitating coordination and continuity of care, and permits effective, timely, quality review, care and service.

• **CONFIDENTIALITY**

All staff having access to client protected health records must sign the confidentiality statement. Medical Health Information may not be disclosed without the consent of the client. Clients will be afforded the opportunity to consent to or deny the release of identifiable medical or other information except as required by law. Each client protected health record will be filed, stored, restricted from public access, utilizing a standardized tracking system. This system will assure ease of retrieval, availability and accessibility as well as confidentiality of the patient protected health record.

• **CLIENT ACCESS**

All clients will have the ability to review, inspect and/or obtain a copy of their Protected Health Information in their Medical Health Record. Clients may request to review and inspect their Medical Records at any time. A client does not have the right to immediate access to their medical record under the HIPAA Privacy Rule.

Medical Records Staff will never under any circumstances release Medical Record Information without a signed Authorization for Use and/or a disclosure of the Protected Health Information Form. Clients may request a copy of their Medical Health Information record by completing and signing an Authorization for Use and/or Disclosure of Protected Health Information Form. All client Medical Health Information requests will be completed within 10 business days.

• **CLIENT REQUESTED AMENDMENT TO PROTECTED HEALTH INFORMATION**

The HIPAA Privacy Rule requires Kendalls Rehab Services of LA, to act upon a client's request to amend Protected Health Information about them that they believe is incorrect or erroneous that we keep in a "designated record set," medical record.

Requests for amendments to Protected Health Information must be acted on within 60 days of receipt of request. Up to an additional 30 day extension is allowable if Kendalls Rehab Services of LA is unable to act on the request within the deadline, but Kendalls Rehab Services of LA must provide the client a written reason for the delay and the date by which Kendalls Rehab Services of LA will complete the action on the request. This written statement describing the reason must be provided within the standard deadline. Kendalls Rehab Services of LA may only extend the deadline once per request for amendment.

Emergency and First Aid Equipment

It is the policy of Kendalls Rehab Services of LA to ensure that appropriate equipment is available to assist and support the health and safety of our clients, employees, and visitors should an emergency occur at Kendalls Rehab Services of LA. First aid equipment is located in the cabinet of the waiting area.

Weapons

POLICY

It is the policy of Kendalls Rehab Services of LA to ensure the safety of persons served, staff members, and visitors through the prohibition of weapons within any of Kendalls Rehab Services of LA's facility by anyone other than law enforcement acting in an official capacity.

Legal and Illegal Drugs

POLICY

It is the policy of Kendalls Rehab Services of LA to keep its clients and staff safe from all drugs. Legal and prescription medications can be brought into the agency either by a staff member or a client. Illegal drugs are not to be brought into Kendalls Rehab Services of LA.

Pharmacotherapy General Guidelines

POLICY

It is the policy of Kendalls Rehab Services of LA to provide access to medications that support the maximum functioning of the clients served while reducing specific symptoms and minimizing the impact of side effects. To ensure this policy is fully realized, Kendalls Rehab Services of LA will enhance services through detailed and comprehensive Pharmacotherapy policy and procedures.

Emergency Holds

POLICY

It is the policy of Kendalls Rehab Services of LA to refrain from using any kind of seclusion or emergency hold as a behavioral intervention in the course of treatment for any person served. If a client becomes unruly or aggressive during treatment, KRS will end the treatment session and file an incident report to the licensed mental health professional (LMHP).

Medication Recall

POLICY

It is the policy of Kendalls Rehab Services of LA to assure that a mechanism exists whereby clients and physicians are notified in the event of a drug product recall. Kendalls Rehab Services of LA uses its existing prescription database to identify clients of medications that have been withdrawn from the market. Notification of the recall for these clients and prescribers will be written and filed in the client's record.

Work or Educational Excuses

POLICY

It is policy of Kendalls Rehab Services of LA to provide services that do not cause a significant absence from school or work. Kendalls Rehab Services of LA recognizes that education and employment may be a therapeutic activity. School is an integral part of the growth and development of children and work can be beneficial in adults' lives. With this understanding, we try to limit conflicting appointments. Therefore, we will actively attempt to schedule all appointments around school or work. If scheduling does conflict with school or work, it will be equal to or less than three hours monthly. Under no circumstance should a three hours occurrence be missed within consecutive months.