



Serving persons in Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine and Webster Parishes

Behavioral Health Clinic

Client Handbook

*“Living Recovery in the present,
Offering Hope for the Future”*



Revised 7/17/17

Handbook is also located on our website at www.nlhds.org

Welcome...

to Northwest Louisiana Human Services District. We are pleased that you have selected us as your provider of choice. We are a state-operated behavioral health organization. If mental illness or alcohol and drugs have negatively affected your life, we are here to help.

Our Behavioral Health Mission

To increase public awareness of and to provide access to care and support to improve the quality of life of individuals with mental illness and addictive disorders through a broad range of programmatic and community based wellness and recovery promoting services.

To help support your progress towards recovery, we utilize a simple, five-minute self-assessment that is intended to empower you, provide us information on how you are doing and to assist us in helping you reach your goals. We will ask that you complete this TOMS self-assessment at most appointments.

Our Vision

The Northwest Louisiana Human Services District exists so that individuals with mental health, addictive disorders, and developmental disabilities residing in the parishes of Bienville, Bossier, Caddo, Claiborne, DeSoto, Natchitoches, Red River, Sabine and Webster are empowered, and self-determination is valued such that individuals live a satisfying, hopeful, and contributing life.

Standards of Professional Conduct

We expect all of our employees to conduct themselves in a professional manner at all times. Every employee is required to follow our code of ethics and conduct, which covers discrimination, privacy of client information, professional relationships with clients, employee conduct and what to do if you believe one of our employees is violating this code. We take all allegations seriously.

Your feedback is important!

We want to hear what you think about our services, what we're doing right and what we can do to improve. We have placed a suggestion box inside the clinic for you to share your feedback with us and we also utilize a Quality of Care survey that you may be asked to complete throughout your treatment.

We make every effort to address your concerns at the lowest possible level. However, if you wish to voice a compliment or a complaint, a comment officer is available on site to provide you information on our process for resolving your concern. Your clinician or receptionist will direct you to the comment officer. You will be notified within 10 days of our plan for addressing the complaint.

Our Services

We provide a variety of services to individuals seeking help for mental health and/or addiction problems. Services vary in type and level of intensity, depending on an individual's need. Services include:

- ✓ Assessment / Evaluation
- ✓ Referral to Contract Services
- ✓ Individual and Group Therapy
- ✓ Crisis Intervention
- ✓ Community Psychiatric Support and Treatment (CPST)
- ✓ Peer Support
- ✓ Wellness and Recovery Education
- ✓ Medication Management
- ✓ Transportation Assistance
- ✓ Pharmacy/Medication Assistance
- ✓ Interpretive Services

*** Some services require prior authorization and we will have to obtain that authorization before those services can be provided. Additionally, we are unable to schedule you to see two service providers on the same day (Clinician/Doctor).

How is your privacy protected?

The information you provide is confidential and will not be released to others without your written permission or without a court order, unless there is an emergency that endangers your life or the lives of others. Your privacy is protected under federal and state laws.

Your Safety is Important to us

- If someone becomes unmanageable and causes a safety risk, the police or sheriff's office is contacted immediately.
- The possession or use of any illegal substance is prohibited at Northwest Louisiana Human Services District Behavioral Health Clinics. If illegal substances are found, police will be notified. The medical director determines which legal substances may be brought into the facility.
- All weapons are prohibited at Northwest Louisiana Human Services District Behavioral Health Clinics. If weapons are found, the police will be contacted.

- Fire and Tornado Evacuation Plans are posted at the exits throughout the building. Drills are conducted quarterly. Consult your clinician for instructions in the case of an emergency.

Financial Responsibility

You are required to provide requested financial information within a 10-day time period. If the requested information is not provided within that period, you will be held responsible for all financial charges incurred. Fees are determined by a sliding scale based on your income level and household composition. If you do not have Louisiana Medicaid and have not completed a Medicaid application in the last 90 days, you are required to complete a Medicaid application. Accounts with a client responsibility balance will not receive letters/certificates of program completion until outstanding balances are paid. Clients needing disability or FMLA paperwork completed will be charged a \$10.00 processing fee for each document requested. NLHSD accepts Medicare, Medicaid, Blue Cross Blue Shield and other insurances. NLHSD will accept out of network benefits for any plan with which the district is not credentialed.

No Show Policy

No Shows are missed opportunities for our clinic because someone needing help could have been seen during your appointment time if we knew you couldn't come in. Our clinics limit these missed opportunities by having a no show policy requiring clients to cancel their appointment 24-Hours in advance.

If you are unable to keep your scheduled appointment, please cancel at least 24 hours prior to your scheduled appointment if possible. If the clinic is closed, please leave a message on the answering machine.

Any client who has two "no show" individual appointments will be required to attend a reengagement appointment/group prior to being given any future appointments for services to ensure that they understand the importance of attendance at appointments and its impact on their own recovery as well as other clinic clients. Further "no show" appointments may result in discharge from the clinic.

Late Policy

You are responsible for arriving on time. If you arrive later than 10 minutes after your scheduled appointment, you may be asked to reschedule your appointment in order to accommodate clients that have arrived on time.

What are Your Rights?

As a client at a Northwest Louisiana Human Services District Behavioral Health Clinic you have the right to:

- ✓ Be served without discrimination due to race, color, religion, sex, age, national origin, disability, political beliefs, veteran status or sexual orientation;
- ✓ Be treated with courtesy and respect;

- ✓ Accept or reject treatment including medication, except as stated by law;
- ✓ Participate in your treatment planning to meet your specific needs;
- ✓ Know the services that are available, and when the facility cannot provide the needed services;
- ✓ Know the rules and/or policies that apply to you as a condition of your admission and ongoing treatment;
- ✓ Have your personal and treatment information remain private and confidential (except as required by law, no information concerning you may be released without your written permission or court order);
- ✓ Have your Behavioral Health Advanced Directives respected to the fullest extent possible;
- ✓ Be free from seclusion (isolation) or restraint (confinement);
- ✓ Be informed of costs for services;
- ✓ Receive services in a safe environment;
- ✓ Not be retaliated against or experience a barrier to services for expressing your complaint and to have access to a peer advocate or other assistance as needed; and
- ✓ Appeal a non-authorization of Bayou Health Plan services by contacting:
 - Aetna (855) 242-0802 LA Health Care Connections (866) 595-8133
 - Amerigroup (844) 270-8350 United Health Care (866) 675-1607
 - Amerihealth Caritas (855) 285-7466
 You may also contact the Office of Behavioral Health at (225) 342-2540 or the Northwest Louisiana Human Services District at (318) 676-5111.

These rights will be reviewed with you annually.

Behavioral Health Assessment

Why do we do a behavioral health assessment? So we can get a clearer picture of how best to serve you. This is achieved by gathering as much information as possible from agencies, courts, hospitals, doctors or any places that you have been treated. But most importantly, we interview you and possibly your family or significant others. All clients will routinely be assessed for substance use at the time of admission and at any other points clinically necessary. We want to ensure that individuals with addictive disorders are identified and offered appropriate treatment.

Clients with Mental Health Only Issues

It is our belief that mental health issues are best treated in a bio psychosocial model and that individuals recover when they receive both psychotherapy as well as psychotropic medications that are evidence-based treatments for their illness. All individuals seeking admission for treatment of mental health issues will be expected to commit to recovery clinic services

(combination of therapy and medication management) for at least six months. Additionally, individuals who have two “no show” appointments will not be eligible for medication pick-ups *until they have attended a re-engagement appointment* – prescriptions will be provided.

Clients with a Co-occurring Mental Health and Substance Use Issues

It is our belief that mental health and substance use issues are interrelated. Recovery is most successful when both disorders are treated in an integrated model. It is the policy of NLHSD Behavioral Health Services to assist our clients with developing a treatment plan which includes all of those services necessary for the client to recover and reach their greatest potential.

At the time of the initial evaluation or anytime during treatment, any clients found to have a substance use issue will be required to be seen for an ASAM assessment. Recommendations for addiction treatment will be made at that time and documented. If you decline the recommended treatment, the physician who completes the psychiatric evaluation will make the determination whether or not you can be provided mental health services without the recommended addiction services. If you agree to the addiction services but do not comply with the agreed upon treatment plan, the treatment team will staff and determine whether or not you can continue to be provided mental health services.

Consent to Treatment

As part of the admissions process, we want to inform you about:

- Your responsibility to provide us with information as a condition of your admission into the program and your ongoing treatment;
- Reasonable treatment choices, discussed at the time when you consented for treatment; and
- Risks, benefits, and side effects related to your treatment, including the possible results of not receiving care, treatment and services.

Treatment Plans

Your Treatment Plan is where your goals, strengths and preferences are documented. This document helps you and your treatment team stay focused on the important things for your recovery.

We use the SNAP process to develop your treatment goals.

- S – Strengths
- N – Needs
- A – Abilities
- P – Preferences



The SNAP process helps us to focus your treatment to your Strengths, Needs, Abilities and Preferences throughout the treatment process.

What are Your Responsibilities?

As a client who is provided treatment and services in this facility, you must:

- ✓ Treat all staff, other clients and visitors with respect and courtesy;
- ✓ Avoid verbal abuse, threats, violence and aggression at all times;
- ✓ Not use tobacco on the grounds in accordance with the District's Tobacco Free Workplace Policy;
- ✓ Not bring weapons or illegal substances on the grounds of the agency;
- ✓ Not damage property or steal from the agency, agency staff, or other program participants;
- ✓ Provide accurate and complete information for billing and patient assistance program purposes, and notify staff if your financial status, telephone number or address changes;
- ✓ Provide full information about problems including physical health information, to allow for proper evaluation, diagnosis and treatment;
- ✓ Actively participate in your treatment;
- ✓ Arrive for your appointments on time, and notify this facility at least 24 hours ahead to cancel appointments;
- ✓ Avoid discussing other clients' names or issues at the facility/program;
- ✓ The procedures in our facilities are private, avoid taking pictures/video or sound recordings;
- ✓ Pay required Northwest Louisiana Human Services District assessed fees; and
- ✓ Notify staff any time your Advanced Directives change.
- ✓ I understand I am requesting services in this clinic. I understand that I cannot have two service providers for the same service. Therefore, I understand that it is my responsibility to notify any other existing behavioral health providers that I am seeking services in this clinic and I am terminating services with them.

These responsibilities will be reviewed with you annually.

What is an Advance Directive?

This document allows you to make decisions in advance (when you are well) about your mental health treatment, which includes, but is not limited to medication, short-term admission to a treatment facility and outpatient services. If you are deemed "incapable" by at least two physicians, the directive will be followed. Incapable means that due to any infirmity, you are currently unable to make or communicate reasoned decisions regarding your mental health treatment.

Your instructions cannot limit the state's authority to take you into protective custody, or to involuntarily admit or commit you to a treatment facility if it becomes necessary in an

emergency. Your instructions can be disregarded in an emergency if they have not reduced the behavior that has caused the emergency. In a non-emergency, you may be medicated contrary to your wishes only after an administrative review in which you are provided legal counsel. If you would like assistance preparing an Advanced Directive you can contact the Mental Health Advocacy Service at 1-800-428-5432.

Applying for benefits

Decisions about whether an individual with behavioral health needs should apply for benefits are complex. Benefits can provide needed financial support and access to medical care, but they can be psychologically discouraging and can reduce interest in pursuing educational and vocational goals. Clients and family members should consider both the benefits and risks before taking this step. The Northwest Louisiana Human Services District believes that all individuals with behavioral health issues can recover. An important aspect of recovery involves not only getting better, but also achieving a full and satisfying life. Education and employment can accelerate your recovery. Education creates more opportunities and studies show that employment increases income, self-esteem, and quality of life and reduces symptoms.

Discharge Criteria

Planning for discharge is a part of your treatment beginning at the time of your admission. The eventual goal is to transition your treatment to your community physician/psychiatrist. Discharge occurs when:

- ✓ You have achieved the agreed upon treatment goals and identified a relapse prevention plan that is necessary for successful discharge from treatment;
- ✓ Your symptoms and level of functioning in the home, community and work have improved to the point that you don't require as frequent appointments to maintain your improved functioning;
- ✓ Your clinical condition has worsened such that you require a higher level or more intense level of care; and
- ✓ You demonstrate lack of motivation to participate in the agreed-upon plan of treatment as shown by poor attendance at scheduled appointments, poor record of completion of homework assignments, not following-through with referrals to community-based support groups, or not taking medications as agreed upon and prescribed.

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Hope for the Future”***

Northwest Louisiana Human Services District

Locations and Contact Numbers

Shreveport Behavioral Health Clinic

1310 N. Hearne Ave.
Shreveport, LA 71107
(318) 676-5111
Fax: (318) 676-5137
8 a.m. - 8:00 p.m. Monday -
Thursday
8 a.m. - 4:30 p.m. Fridays

Minden Behavioral Health Clinic

502 Nella Street
Minden, LA 71055
(318) 371-3001 or 3002
Fax: (318) 371-3300
8 a.m. - 4:30 p.m.
Monday – Friday

Natchitoches Behavioral Health Clinic

210 Medical Drive
Natchitoches, LA 71457
(318) 357-3122
Fax: (318) 357-3240
8 a.m. - 4:30 p.m. Monday – Friday

Cullen Outreach of Minden BHC

401 East Road
Cullen, LA 71021
(318) 371-3001
Fax: (318) 371-3300
10:30 a.m. – 7 p.m. Thursday

Northwest Louisiana Human Services District - District Office

1310 North Hearne Avenue
Shreveport, LA 71107
(318) 676-5111
Fax: (318) 676-5021
8 a.m. - 4:30 p.m. Monday – Friday

Crisis Line Number: 1-866-416-5370 or 911

Poison Control: 1-800-222-1222

To report adult and elder abuse, neglect and exploitation: 1-800-898-4910

To report child abuse, neglect and exploitation: 1-855-452-5437

Department of Health Standards -Health Standards Section 225-342-0138
(Monday – Friday 8:00 am – 4:30 pm)

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Client Orientation Handbook Acknowledgement

- Welcome Statement
- Our Mission and Vision
- Standards of Professional Conduct
- Client Comment Policy (Your feedback is important!)
- Our Services
- Privacy Policy (How is your privacy protected?)
- How am I protected at this facility? (Your safety is important to us)
- Financial Responsibility including:
 - ✓ Requirement to pay client responsibility balance to receive letter/certificate of program completion.
 - ✓ No Show Policy
 - ✓ Disability/FMLA paperwork processing fee
- What are Your Rights?
- Appeal Process
- Behavioral Health Assessment
- Clients with Mental Health Only Issues
- Clients with Co-Occurring Mental Health and Substance Use Issues
- Consent to Treatment
- Treatment Plans
- What are Your Responsibilities?
- What is an Advance Directive?
- Applying for benefits
- Discharge Criteria
- Service Locations and Contact Numbers
- Receipt of facility floor plan including location of emergency exits, fire suppression/extinguisher equipment and first aid kits

Please Initial As Appropriate

_____ I have an existing Advanced Directive

If yes, a copy of my Advanced Directive will be placed in my chart

_____ I would like assistance preparing an Advanced Directive

The number for the Mental Health Advocacy Service is: 1-800-428-5432

_____ I am not interested in preparing an Advanced Directive at this time.

My signature certifies that I have received a copy of the Northwest Louisiana Human Services District Behavioral Health Client Orientation Handbook covering the above topics.

Client Signature

Date

Staff Signature

Date

Client Name: _____

Client Number: _____