
CLIENT RIGHTS HANDBOOK



(865) 970-9800

www.peninsulabehavioralhealth.org

Welcome

Peninsula Outpatient Clinics are community mental health centers offering comprehensive psychiatric services to children, youth and adults. Substance Abuse Treatment Services are provided at our Knoxville Lighthouse location through our Adult Intensive Outpatient Program (IOP) and our grant funded Women In Treatment Program. We are a member of Peninsula, a division of Parkwest Medical Center, a non-profit organization that serves Blount, Knox, Loudon and Sevier counties. For more information, call (865) 970-9800. Mental health treatment services are also offered at these other Peninsula member organizations: Peninsula Hospital and Senior Behavioral at Parkwest Medical Center.

Peninsula Outpatient Centers and Intensive Outpatient Programs are dedicated to providing high quality care and treatment in an environment that preserves and promotes the dignity of the persons served without regard to race, color, religious beliefs, gender, economic or social circumstance, sexual orientation or nation of origin. We are proud of our wide variety of services, including clinics in four East Tennessee counties. Our goal is to provide for your needs in the community setting.

In this handbook, we have outlined your rights as patients and clients. We have also explained some of the treatment procedures and options. Please keep this information for your reference. If you have any questions or concerns, please notify a staff member. If you are not satisfied with the response, and/or continue to have concerns, please request to speak to a supervisor.

We look forward to providing for your health needs now and in the future, through our many quality-oriented programs and facilities. Thank you for choosing this Peninsula Outpatient Center and/or Intensive Outpatient Program.

Sincerely,

Peninsula Outpatient Centers
Administration and Staff

Client Rights

Civil Rights

You retain all of your civil rights. Peninsula Outpatient Centers and Intensive Outpatient Program will not deny services, or unlawfully discriminate, based on your race, nationality, sex, age, religion, sexual orientation, physical disability or language needs.

Appointments

Our outpatient clinics and intensive outpatient program appointments are weekdays with some evening availability. If you know you are going to be late for your appointment, please call ahead. If you must cancel an appointment, call us as soon as possible.

Occasionally, your appointment may need to be changed. Make certain the telephone number and address we have for you is always current so we can let you know in advance of any necessary changes.

Transportation

Handicapped parking spaces are located near the front entrance of each facility. If you have transportation needs, discuss available options with your care provider. For clients enrolled in TennCare, transportation is provided at no cost when the client has no other means of transportation. However, the client should provide at least five days advance notice for transportation to be scheduled. For further information on TennCare and the TennCare Partners Program, call 1-800-669-1851.

If you need extra assistance with language barriers, interpretation or sign language, please call and we will assist you.

Right to Participate in Planning Treatment

A treatment plan is developed with your specific needs in mind. You have the right to be a part of and to make decisions about your own treatment regardless of cost or benefit coverage. If you do not understand or cannot make decisions about treatment, be sure to let

us know. We want to be certain that you understand and take part in your own treatment. If you are unhappy with your treatment plan, you have the right to say so. You have the right to understand your treatment so that you can make decisions concerning your treatment and services.

You must be given notice and a reason for transfer or discharge.

Confidentiality and Records

Your records are confidential, and can only be released with your consent or by court order, except in emergencies or otherwise permitted by law. If you are treated for alcohol or drug abuse problems in our Adult Intensive Outpatient program or Women in Treatment program, your records are protected by Federal law and regulations (42 CFR part 2).

If at any time you feel that confidentiality has been broken, let us know. We consider this as important an issue as you do. Likewise, it is important that you respect the confidentiality of other clients and families you may see or have contact with in clinics or group therapy.

You have a right to privacy related to all aspects of your care. Our staff will take all necessary measures to protect your privacy.

Crisis Services

We provide emergency health services for persons in crisis 24-hours a day, seven days a week, every day of the year. During regular business hours, you may call any of our clinics for assistance in handling emergencies. In case of an emergency after hours, call our crisis line at 865-539-2409 to access our crisis services. Crisis workers are available to assist you on the telephone. In cases of serious personal, emotional, or family crises, a crisis worker may come to your home to assist you with appropriate alternatives.

Right to Obtain Copies of Your Treatment Record

Under most circumstances, you have the right to copies of information in the treatment records, after completing treatment. There may be a fee for such copies. If you believe errors exist after reviewing your record, you can request it be evaluated for possible correction. You can also place your statement of correction in the record.

Treatment Setting

You have the right to receive treatment in the least restrictive setting appropriate to your needs. You have the right to be treated with respect, dignity and compassion regardless of state of mind or condition. You have the right to be protected from neglect, physical, emotional or verbal abuse and all manners of exploitation.

Right to Assessment and Management of Pain

You have the right to information about pain and pain relief measures. You have a right to concerned staff committed to pain prevention and who respond quickly to reports of pain. You have a right to pain management. You have a responsibility to notify the staff of your pain and participate in your pain management as part of your treatment planning. If you are a substance abuse patient, you have a responsibility to work with the staff to limit your use of addictive substances, according to your treatment plan.

Right to Consent

You have the right not to receive any treatment without your informed, voluntary, written consent, except in emergency situations or in special situations such as a court commitment for hospital or community treatment.

Right to Voice Grievances

You can complain without fear if you feel your rights have been violated. You may file a complaint or grievance by completing a

customer comment form that is available at each facility. Your complaint will be forwarded to the facility's manager who will make every attempt to resolve your complaint immediately. You will be notified that you have the right to appeal at any time during the informal resolution process. If you do decide to appeal, you may contact TennCare Solutions Unit (TSU) by mail at the following address: TennCare Solutions, PO Box 000593, Nashville, TN 37202-0593 or FAX: (toll free) 1-888-345-5575 or PHONE: (toll-free): 1-800-878-3192 or TTY/DDD: 1-800-772-7647 or in Spanish: 1-800-254-7568. You may also request that the staff in the clinic appeal on your behalf. In this case the clinic will forward the appeal to TSU within 24 hours. At any time you may contact the Quality and Risk Manager at 2347 Jones BEnd Road in Louisville, Tenn. to discuss your concern by calling (865) 970-9800.

Information about advocacy groups in the State of Tennessee can also be obtained by contacting: Tennessee Protection and Advocacy, Inc., 2908 Tazewell Pike, Knoxville, TN 37918, 1-800-342-1660.

If you are unhappy with a delay, suspension, reduction or denial of service you may appeal to TennCare. Please ask for a Documentation of Request for Adverse Action form, complete the form and submit it to TennCare at the address listed above.

Right to Provider Information

You have the right to know the nature and type of treatment you will receive, and to know of any treatment alternatives that might be of benefit to you.

You have the right to know the clinical staff who are responsible for your care, and upon request, their professional backgrounds and their relationship to the organization. You also have the right to be informed of the reasons for any changes in the clinical staff who are responsible for your care, and you have the right to request a change of therapist or physician.

You have the right to be informed of any risk, benefits or side effects of medication or other treatment procedures. You may refuse

to participate in any research project or any experimental medication or treatment, without compromising the availability of Peninsula Outpatient Centers and/or Intensive Outpatient Program services to you.

Right to Consultation

You have the right to request the opinion of a consultant, at your personal expense, or to request a review of your treatment plan if you and your physician/treatment team disagree.

Advance Directives

The federal Patient Self-Determination Act of 1990 requires healthcare providers and some insurance plans to tell you about your specific rights to issue advance directives in your state. Peninsula Outpatient Centers recognize the right of all competent adult clients to make decisions regarding their own health care, including the right to accept or refuse treatment. As a part of that policy of recognizing rights to self-determination, we will recognize and honor properly executed advance directives with the exception of Do Not Resuscitate (DNR) orders.

Legal documents called advance directives enable individuals to state their health care preferences in writing, while they are still healthy and able to make such decisions. There are two types of advance directives authorized by law in Tennessee: the Living Will and the Health Care Power of Attorney.

1. Living Will

A living will is a written statement of your wishes regarding the discontinuance or withholding of medical treatment if there is no reasonable medical expectation of your recovery from any disease, illness, injury or condition. The statement is to be followed if you are unable to provide instructions at the time a medical decision needs to be made. Living wills have been recognized by law in most states, including Tennessee, but they are limited to decisions concerning “medical treatment” in the event of a “terminal condition.” A living will is only

effective when you cannot communicate your wishes, such as when you are in a coma, unconscious or mentally incompetent.

One important feature of a living will in Tennessee is that the providing, withholding or withdrawal of nutrition and fluid tubes is considered “medical treatment.” This means that an individual can elect under a living will not to be kept alive solely by reason of artificial feeding and hydration. Organ donation decisions can also be made in a living will.

2. Health Care Power of Attorney

A health care power of attorney is a written document authorizing someone you name (your “agent” or “attorney in fact”) to make health care decisions for you in the event you are unable to speak for yourself. The document may also contain instruction or guidelines you want your agent to follow in making such decisions, including decisions regarding providing or withholding life-sustaining medical treatment where there is no reasonable medical expectation of recovery. Your agent is authorized to make decisions for you, if and when you cannot communicate decisions yourself.

If you believe you want the option of advance directives, a sample of a Living Will statutory form is available at the clinic. Also, a sample Health Care Power of Attorney is available. Since these are important legal documents, we urge you to contact an attorney for advice prior to signing a Living Will or Health Care Power of Attorney.

Note: The advance directive must be executed when an individual is able to make his or her intentions known.

Right to a Declaration for Mental Health Treatment

Peninsula Behavioral Health Outpatient Services respects your preference for mental health treatment. If you have a written declaration stating your mental health treatment choices, which was written prior to your treatment, when you were not experiencing a crisis, please inform the staff. You, or someone you may have included in your written declaration, should present it to a member of your treatment team. It will be included as part of your

participation in your treatment planning. If you have not previously written such a declaration, you have the right to make your preferences known to the treatment team, and to participate in your treatment planning.

Fees

At Peninsula Outpatient Centers and/or Intensive Outpatient Program we require payment for services as they are rendered. Arrangement for payment and insurance billing is made at the time of your first visit. Most insurance policies will cover a percentage of the bill. It is your responsibility to verify insurance coverage. Your share of the bill is due at the time of your visit. The fees you pay are based on the services you receive. Some fees may be reduced according to family income and the number of dependents. We accept all major health insurance, Medicaid, Medicare, MasterCard and VISA.

The financial agreement you sign at the time of your first visit is a legal contract between you and Peninsula Outpatient Centers and/or Intensive Outpatient Program. Any subsequent changes in your insurance coverage, income or circumstances must be reported to us so that this agreement can be renegotiated. If you have any difficulty paying your fees, please discuss this confidentially with a front desk staff member. If your account becomes delinquent, it may be turned over to a collection agency. If this occurs, you will be responsible for all costs associated with collecting the delinquent account.

You have the right to examine and receive a written explanation of your bill regardless of the source of payment.

Client Responsibilities

I agree to the following responsibilities*:

Following my treatment plan

- I will notify Peninsula within 24 hours before my appointment if I need to cancel or reschedule.
- I will take all medications as prescribed by my physician. I will notify the clinic of any problems or unexpected side effects of my medications.
- I will not use any illegal drugs, alcohol or any non-prescribed medications.
- I will inform my Peninsula physician of any medications I am taking prescribed by another physician.
- I will comply with Peninsula requests for blood and/or lab work.
- I will complete all assignments given by therapists.

Maintaining appropriate conduct within the clinic and/or intensive outpatient programs

- NO inappropriate language (cursing, yelling or discriminatory remarks).
- NO weapons (knives, handguns, etc.) allowed on premises.
- NO smoking allowed on premises, except for in personal vehicles.
- Peninsula maintains a drug free environment. No alcohol or illegal substances are permitted on premises. You will not receive treatment if you are under the influence.
- Parents are responsible for maintaining appropriate behavior of children.
- NO animals allowed (other than service animals).

Notify Peninsula office staff of any changes in:

- name
- address
- telephone number
- insurance

Making appropriate financial arrangements

- Co-payments and deductible are due at time of visit.
- I will make appropriate financial arrangements regarding payment of fees.

**Peninsula Behavioral Health reserves the right to ask any consumer to leave the premises for not adhering to these guidelines.*

Peninsula Outpatient Locations

Blount County

210 Simmons Street
Maryville, TN 37801
(865) 970-9800

Knox County

1451 Dowell Springs Blvd.
Knoxville, TN 37909
(865) 970-9800

Loudon County

423 Medical Park Drive, Ste
400
Lenoir City, TN 37772
(865) 970-9800

Sevier County

1104 Foxwood Drive
Sevierville, TN 37862
(865) 970-9800



Peninsula
Outpatient Centers
A Division of Parkwest Medical Center

Covenant
HEALTH

(865) 970-9800

www.peninsulabehavioralhealth.org