

# Guide to Services

Charlotte Behavioral Health Care



*Partnering to instill hope, inspire growth, and embrace life.*





**Punta Gorda Campus**

1700 Education Avenue  
Punta Gorda, FL 33950  
Telephone: 941-639-8300  
Toll Free: 877-703-5267  
Fax: 941-639-6831



**Northside Office**

1032 Tamiami Trail, Unit 7  
Port Charlotte, FL 33953  
Telephone: 941-764-7988  
Fax: 941-764-8114



**DeSoto County Office**

811 North Mills Avenue  
Arcadia, FL 34266  
Telephone: 863-494-4200  
Fax: 863-494-4203



**S.H.A.R.E. Spot**

1700 Education Avenue, Bldg. B  
Punta Gorda, FL 33950  
Telephone: 941-347-6411

Please visit our website at:

<http://www.cbhcfl.org/>

*Large Print and Spanish versions of the Patient Guide are available upon request.*

Please refer to your specific program for additional guidelines.

## HOURS OF OPERATION

### **Punta Gorda Outpatient & Administration**

Monday – Thursday 8:30 a.m. – 6:30 p.m.

Friday 8:30 a.m. – 4:30 p.m.

### **Central Receiving Facility & Recovery Center**

#### **– Punta Gorda Campus**

24 hours a day – 7 days a week

### **Northside Psychiatric Services**

Monday – Thursday 8:30 a.m. – 6:30 p.m.

### **DeSoto Psychiatric Services**

Monday – Thursday 8:30 a.m. – 6:30 p.m.

### **S.H.A.R.E. Spot**

Monday, Wednesday, and Friday

10:30 a.m. – 2:30 p.m.

### **AFTER HOURS SERVICES**

If you require emergency assistance after program hours, please call 911. Crisis evaluation services are available 24 hours a day at the Integrated Crisis Stabilization & Addictions Receiving Facility by calling (941) 575-0222.

## CONTACTING CBHC

Department	Phone Number
Outpatient Services Punta Gorda	941-639-8300 or 877-703-5267
Outpatient Services Northside	941-764-7988
DeSoto Psychiatric Services	863-494-4200
Central Receiving Facility Adult Line	941-347-6486
Central Receiving Facility Child Line	941-347-6487
Central Receiving Facility Crisis Line	941-575-0222
Recovery Center	941-347-6444
Therapeutic Family Care Program	941-575-5104
Family Safety and Prevention – Healthy Start	941-734-3500
Family Safety and Prevention – Parenting Programs	941-639-8300
Mental Health Court	941-639-8300

### EXTENSIONS

When you call for services, at times an automated system will direct you. Through this automated system, you will have the option to speak with a live operator, to dial an extension of an individual staff member if you know it, to press the # button and spell the name of the staff member's first name, or to leave a voice message. *\*\*\*Please note, at times phone system options may change.*

Charlotte Behavioral Health Care is proud to provide services throughout several counties. Our main campus in Punta Gorda offers a wide variety of services from outpatient psychiatric services to mental health and substance use treatment for both adults and children. Our acute Integrated Crisis Stabilization and Addictions Receiving Facility and Recovery Center are also located on this campus.

Northside Psychiatric Services offers a convenient location for our Englewood and North Port patients. Both adults and children can receive psychiatric and therapeutic care at this location.

Desoto Psychiatric Services offers the residents of DeSoto County and the surrounding area a variety of services. Adults and children may receive psychiatric services on an individual basis. DeSoto County children can also receive home and school based therapy services when applicable.

S.H.A.R.E. Spot (Self-Help and Recovery Exchange) is a drop-in center for people with severe, persistent mental illness. This peer run program focuses on socialization, advocacy, and self-help for each member. Self-help, arts and crafts, and educational groups are provided. This center is free to all members. S.H.A.R.E. Spot is located on our main campus in Punta Gorda.

# Welcome to Charlotte Behavioral Health Care!

## WHO WE ARE

- 50-year history providing services in Charlotte County
- 40 acre scenic campus, including crisis stabilization unit and detox facility
- DeSoto Psychiatric Services and Northside Psychiatric Services offer Outpatient Therapy and Medication Services.
- 200+ staff members
- Served 13,282 individuals in 2017-2018
- In the last fiscal year, 97.8% of patients were satisfied with the services they received. 97.7% reported that they would recommend this program to other people.
- Revenue sources include Charlotte County, the State of Florida, private insurance, Medicaid/Medicare and other grants and contracts
- Contract with organizations such as Charlotte County School Board, Charlotte County Healthy Start, Charlotte County Sheriff's Office, United Way of Charlotte County, Children's Network of Southwest Florida, and Charlotte County Homeless Coalition
- Accredited by CARF, the Commission for Accreditation of Rehabilitation Facilities

## MISSION STATEMENT

Charlotte Behavioral Health Care's mission is partnering to instill hope, inspire growth, and embrace life.

## CO-OCCURRING PHILOSOPHY

Charlotte Behavioral Health Care, Inc. is dedicated to providing optimal care to all patients requiring mental health and/or substance use treatment. It is our belief that the presence of co-occurring mental health and substance use disorders should be considered to be the expectation rather than the exception to the rule. As such, we strive to make all patients feel welcome and comfortable to address co-occurring issues with their treatment team without fear of penalty or retribution. CBHC utilizes evidence-based screening and assessment tools in an effort to identify patients with co-occurring issues as early as possible from the point of admission and ongoing during the course of treatment. Treatment plans are developed to address both mental health and substance issues in an integrated manner, individualized to the needs of the patient. Services may include detoxification, residential, drug testing, group or individual counseling depending on the needs of the patient. Furthermore, when possible, the treatment team attempts to make referrals and collaborate with community partners, such as local 12-step programs.

## CORE VALUES

- **Welcoming:** We create an environment that is comfortable, inviting, and friendly.
- **Integrity:** We do the right things for the right reasons
- **Respect:** We treat others as we want to be treated-with dignity, compassion, and optimism.
- **Innovation:** We are forward thinking-embracing change and state-of-the-art methods to promote recovery and resiliency.
- **Teamwork:** We work together to produce meaningful change.

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## PROGRAMS & SERVICES

**Batterer's Intervention Program.** CBHC offers "*The Duluth Model*," a 28-week research-based program that creates a process of change. *The Duluth Model* is the most widely adopted approach in the world for intervening with men who batter and keeping battered women safer. *The Duluth Model* has shown great success, coupling a strong, consistent criminal justice system response with men's nonviolence classes. Research has shown that 68% of men who complete the program have not reappeared in the criminal justice system over a course of eight years.

**Case Management.** This voluntary program offers oversight management of services and resources necessary to prevent or reduce the need for institutionalization, hospitalization, or incarceration of an individual due to mental health reasons. Activities assess the patient's needs, planning services, serving as a link between the patient and those services, monitoring service delivery and determining the effectiveness of services rendered.

**Community Action Team (CAT).** C.A.T. is a self-contained multi-disciplinary clinical team that provides comprehensive, intensive community-based treatment to families with youth and young adults (ages 5-21) who are at risk of out-of-home placement due to a mental health, co-occurring disorder and related complex issues for home traditional services are not/have not been adequate.

**Drug Court.** This intensive substance use program for patients with non-violent criminal drug charges involves supervision by DOC Probation; group and individual Substance Use therapy; involvement in community peer recovery support groups; weekly drug screens; and court appearances. This program holds individuals accountable for their behavior in an immediate and practical way and provides the opportunity to learn how to deal with life effectively without escaping into drug or alcohol use. The intent of this program is to help people move from a life dominated by substance use to becoming productive members of society.

**Florida Assertive Community Treatment (FACT).** The F.A.C.T. team provides 24 hour a day, seven days a week, multidisciplinary approach to deliver comprehensive care to people where they live, work or go to school, and spend their leisure time. The programmatic goals are to prevent hospitalization and improve community involvement and overall quality of life for program participants.

**Family Safety and Prevention.** We offer a variety of programs designed to educate and guide parents in the skills needed for safe home environments with nurturing interactions.

- **Behavioral Health Consultants** are located in the DCF offices of Charlotte, and Lee counties. Staff works with child protective investigators to determine if mental health concerns affect the safety of the children in the home as well as facilitating referrals for services to meet the needs of families in the child welfare system.
- **Connect/Healthy Start.** CONNECT helps pregnant women, caregivers and families with young children by providing a one-stop entry point for needed services, such as education and support in childbirth, newborn care, parenting, child development, food and nutrition, mental health, and financial self-sufficiency. If eligible for home visiting services, participant is referred to a home visiting program such as Healthy Start or Healthy Families. HEALTHY START is a free program that provides services to families with pregnant women, infants and children up to age 3 who are at risk for poor birth outcomes and need help with healthy child development. Services include education & support in childbirth, breastfeeding, women's health, parenting & more.

- **Family Intervention Specialist (FIS)** work with families in the DCF system to help expedite substance use treatment for those involved in the child welfare system.
- **Family Intensive Treatment Team (FITT)** provides intensive in-home services to parents with substance use problems and child welfare involvement.
- **Nurturing Parenting Groups** are short term evening classes, free of charge, in a group format to encourage parents and promote positive parent/child interactions.

**Information & Referral.** This program provides brief case management services to any patient not enrolled in the case management program. This includes assistance with housing, financial planning, referrals to food banks, and other needs. Meets Mondays from 9 a.m. -12 p.m. in Building B at the Punta Gorda Campus. No appointment required.

**Central Receiving Facility (CRF).** The CRF provides assessment and treatment services 24 hours a day, 7 days a week, for adults and children. The CRF is a 28-bed inpatient facility designed to serve those who are experiencing an acute mental health or substance use related crisis and are in need of stabilization services. These services are offered on both a voluntary and involuntary basis.

**Medication Assisted Treatment (MAT).** M.A.T. services may include oral and injectable Vivitrol and Suboxone for opiate addictions and Vivitrol for alcohol dependency. M.A.T. is offered through the Medical Services Department. Eligible patients who receive M.A.T. services for opiate addictions may also access case management and peer support services. Engagement in therapy and/or groups is encourage while receiving M.A.T. services.

**Mental Health Court.** This program provides assessment, professional treatment, and treatment compliance monitoring for people who have committed criminal offenses and are diagnosed with severe and persistent mental illness. Participants must meet specific criteria and follow the 12 - 18 month program, which is an alternative to jail confinement.

**Outpatient Medication Services.** This service provides psychiatric assessment and pharmacological treatment for psychiatric disorders, both for children and adults. Available at the Punta Gorda, Port Charlotte, and DeSoto locations.

**Outpatient Psychotherapy Services.** Our outpatient team provides assessments and individual, family, and group therapy to individuals of all ages. Therapists utilize short-term evidence based practices to manage a variety of problems, including mental illness, co-occurring disorders, and trauma-related problems. Available at the Punta Gorda, Port Charlotte, and DeSoto locations.

- **BRAG (Building Relationships, Achieving Goals):** group therapy program for children aged 3-12 years and their caregivers. BRAG is designed to support children and parents in learning coping techniques to manage behaviors and improve family dynamics. (offered at the Punta Gorda location only)
- **CAST (Coping and Support Training):** group therapy program designed to help teens cope with struggles such as depression, worry, family relationships, peer and dating relationships, and coping with the effects of bullying by learning life skills, and utilizing peer and group support. (Offered at the Punta Gorda location only)
- **TBOS (Therapeutic Behavioral On-Site):** community based individual and family therapy services at home, school, and/or work for children with severe mental health and/or substance use issues who are at risk of more restrictive placement.



- **Eye Movement Desensitization and Reprocessing (EMDR):** individual therapy program that enables people to heal from the symptoms and emotional distress that are the result of disturbing life experiences. EMDR therapy involves attention to three periods: the past, present, and future. Focus is given to past disturbing memories and related events. In addition, EMDR pays attention to current situations that cause distress, and to developing the skills and attitudes needed for positive future actions.

**Outpatient Substance Use.** Our substance department provides a wide variety of services to include court programs, individual therapy, group therapy, parenting classes aimed at improving parenting skills for people struggling with substance use, and HIV testing. Working with our residential detox and residential treatment facility our outpatient substance programs help patients maintain their focus on remaining free from substances that negatively affects their lives. Our substance use staff, along with our medical staff, provides the treatment and support needed for Medication Assisted Treatment (MAT).

**Recovery Center.** The Center provides a detoxification program that medically treats persons for symptoms of substance withdrawal and an intensive residential rehabilitation program. The Detoxification program serves persons 18 years of age and older; who are experiencing symptoms of withdrawal due to drugs and/or alcohol. The Detoxification Program is a medically supervised program that assists each patient in his or her recovery. Many of the recovery-centered services include group therapy, yoga, co-occurring treatment, nursing/medical care, educational and wellness groups.

The Residential Rehabilitation program serves persons 18 years of age and older who seek intensive treatment services to address their current substance dependency. The Residential Rehabilitation program provides holistic oriented services that focus on each individual's recovery needs. Each patient is provided with intensive individual therapy, educational and wellness groups, co-occurring treatment, nursing/medical care, family support services and linkage to other services when discharged.

**Self-Help and Recovery Exchange (S.H.A.R.E.) Spot.** This patient-run program offers a wholesome place for socialization, advocacy and self-help for people that have a mental illness. S.H.A.R.E. Spot is based on the recovery model that includes key components: Self-Direction, Individualized and Person-Centered, Empowerment, Holistic, Non-Linear, Strengths-Based, Peer Support, Respect, Responsibility and Hope. The Drop-In center offers a welcoming, safe and social atmosphere that will empower all members while instilling hope for a brighter future.

**Telehealth.** Telehealth allows patients to see a therapist from the comfort of their own home, while sitting in the car, or on a lunch break. It's healthcare in the palm of a hand, from anywhere! All one needs to participate in telehealth is an electronic device with a camera, audio, and internet. A few of the many benefits: Allows patients to see a therapist without hassle or a long commute. Provides invaluable conveniences to busy patients, like missed work, less commute, no childcare arrangements. Delivers more cost-effective healthcare.

**Therapeutic Family Care (TFC).** This residential program uses licensed/certified Adults Family Care homes to provide care for adults and seniors with serious and persistent mental illness who have been determined could benefit from a family care treatment approach. Case managers work closely with the sponsors/caregivers to assure patients have appropriate referral and effective community networking services. The Family Care homes are licensed by the State of Florida's Agency for Health Care Administration and, after training, are certified by Charlotte Behavioral Health Care.

# Outpatient Information & Referral Assistance

Charlotte Behavioral Health Care



## Need help finding community resources available to you?

Many community support services and programs are available to help improve, change, or even save your life. Whether you are looking for assistance with applying for social security benefits, housing, financial planning, referrals to food banks, or other needs, we are here to help you find the resources that can change your life.

After assessing your needs, challenges, and potential barriers, we'll coordinate a program combining a variety of community services - a program that is fully customized based on your needs. We serve as your advocate, monitoring service delivery and determining the effectiveness of services rendered.

**Don't wait to start taking advantage of benefits and services you deserve!**

**Outpatient information and referral assistance  
is available every Monday from 9 a.m. - 12 p.m.**

**No appointment necessary.**

**CBHC, 1700 Education Avenue, Building B, Punta Gorda**

For more information, contact Adam Quinn,  
targeted case manager, at (941) 639-8300 x 2506.



1700 Education Avenue, Bldg. B., Punta Gorda • LEARN MORE AT [CBHCFLO.ORG](http://CBHCFLO.ORG) • (941) 639-8300

# INFORMATION FOR PATIENTS

*If you have any questions about the following information, please discuss with your treatment provider.*

## **Accommodations**

To request a reasonable accommodation for a disability, please complete the Request for Accommodation Form.

## **Appointments**

- New patients: please contact the screening department.
- Existing outpatient patients: please contact the front desk of the location where you receive your services to make or change your appointment.

## **Cancellation Policy**

If you are unable to keep a scheduled appointment, please give at least **48 hours** notice by calling the scheduling department. Appointments are very valuable, and we would like the opportunity to offer your appointment to another person in need. After the first no-show or late cancellation, your provider will discuss this policy with you to overcome any barriers that may prevent you from attending future appointments.

- **Medication Services**
  - After two no-shows or late cancellations (made within 48 hours of the appointment), you will be moved to open access appointments rather than being able to schedule an appointment. You will then come in at your convenience and wait in the lobby until there is an available time to see one of the medication providers. You need to be seen twice via open access before regaining the ability to schedule with a provider.
- **Outpatient Therapy**
  - After two no-shows or late cancellations (made within 48 hours of the appointment), you will be discharged from services. If you are discharged from therapy, you may continue receiving other services (e.g. medication) and may return to therapy in the future. However, please note that you will need to re-complete the admission process if you have not received therapy for more than six months, which may include a comprehensive assessment and treatment planning.

## **Cell Phones**

For purposes of confidentiality and privacy, we ask that you please turn off your mobile phone while at our offices. If you must make a call, please step outside.

## **Confidentiality & Privacy**

- In order to release information to outside sources, you (or parent or guardian) must first sign a release of information.
- There are certain legal exceptions to confidentiality, which include suspicion of abuse of a child or vulnerable adult; threats of harm to self or others; court orders; and a minor child's other parent's right to medical records. Please also review the information in this booklet on Protected Health Information.
- We ask that you respect the privacy of our other patrons. When participating in group therapy, please maintain the privacy of other members by not discussing the group after you leave.

## **Contraband**

Please do not bring any of the following items to a CBHC campus. These items may be confiscated and notification of authorities made (if necessary), if they are found.

- Cigarettes, electronic cigarettes, snuff, chewing tobacco, etc.
- Illegal Drugs
- Synthetic Drugs (e.g. K2)
- Weapons
- Alcohol

## **Disability Paperwork**

Our medical staff cannot complete disability or SSDI forms. Instead, if you wish to have medical records sent to SSDI, please contact our medical records department to sign a request for release of information (ROI).

## **Discharge & Transition**

- While you are a patient at CBHC, you may transition between services and enter into new programs (e.g., psychotherapy, case management). Each program has unique requirements and policies, to which you will be oriented upon admission into that program. After discharge from that program, you can continue to receive services from other programs at CBHC.
- If you no longer wish to receive services at CBHC, or if you have not responded to our attempts to contact you, you will be discharged from the agency. After discharge, you will be welcome to return to CBHC for services at any time.
- Effective treatment while in individual or group therapy requires active and regular participation by you, the patient. Long absences from treatment interfere with the recovery process and are not encouraged. Therefore, if your therapist has not seen you in over 30 days, you will be discharged from individual or group therapy. This is evaluated on a case-by-case basis, at the discretion of you and your therapist. If you know that you will be unable to attend appointments for longer than 30 days, please discuss with your therapist to decide how to proceed.
- Discharge and transition criteria differ between programs. Please discuss with your treatment provider for more information.

- CBHC believes in receiving feedback from current and past patients. If you wish, we ask that you complete a post-discharge survey. You can find it at <https://www.surveymonkey.com/r/CBHCPostDischarge>

## **E-Mail**

Please do not email the agency or your provider regarding your treatment. We cannot guarantee the confidentiality of these e-mails. The provider also may not receive these communications in a timely manner. Please use the telephone and voice mail as means of contacting the agency. Any e-mails received from you will be included in your medical record.

## **Emergency Interventions**

For the safety of our patients and staff, emergency interventions may be used, including the use of seclusion or restraint when necessary, when a patient displays aggressive or life-threatening behavior toward self or others. In these situations, trained and competent staff will provide the least-restrictive interventions available in order to ensure your safety.

## **Fees & Payment**

- Fees for services are based on your income. A sliding scale fee is used to determine your costs, based on federal poverty guidelines. Income verification is required. When applicable, we also accept private insurances, Medicaid, and Medicare.
- Copayments are expected at the time of service. If you are unable to pay for your services, a payment plan can be arranged. We accept cash, personal checks, money orders, and Visa or MasterCard. You will be asked at each appointment for your co-pay, if applicable.
- If you do not inform us of new insurance or provide an updated financial and charges are incurred, we may not be able to get authorization for past appointments and you will be responsible for any incurred charges.

## **Grievances & Complaints**

- If you are dissatisfied with the services you have received at CBHC, you may file a Grievance (complaint) by completing the Grievance Form or contacting the Grievance Coordinator.
- The Grievance form may be obtained from Reception or any staff member. When completed, return the form to the front desk receptionist or designated staff member. If you need assistance completing the form, please ask staff for assistance. Filing a Grievance will never result in retaliation or barrier to services.
- Grievances will be handled in a timely manner. A staff member will contact the patient (within 24 hours for Inpatient patients and 72 hours for Outpatient patients or when a delay in resolving the complaint might result in physical harm) and attempt to satisfy the grievance. If the patient notifies CBHC of dissatisfaction with the disposition of the grievance, the COO will review the grievance and contact those involved within three (3) business days of receipt of the unresolved grievance. The disposition of a complaint can be appealed in writing to the CEO who will review and respond with a final written response within five (5) business days of the receipt of the appeal. The written response will be given or mailed to the patient within 24 hours of the Final Disposition.

- If you have continuing concern, you may notify the Department of Children and Families Office: 813-337-5700, 9393 N. Florida Avenue, Tampa, Florida 33612
- In the event that you believe you have been physically, sexually, or emotionally abused, you have the right to report the incident to the Abuse Hot Line at 1-800-962-2873.

## **Guardians/ Foster Parents**

- Prior to Intake, you must provide legal documentation of guardianship or custody (birth certificate, adoption paperwork, court documents) that also documents your legal right to seek mental health/substance or psychiatric services for your child. This information is required prior to receiving any services.
- A legal guardian must be present at all appointments with minor children, as this guardian must sign consents, treatment plans, and authorize changes in medications.
- If guardianship, placement, or custody status changes while in treatment, you must provide updated documentation (as described above) and update agency consent forms prior to continuing treatment.
- The parent or legal guardian **MUST** attend all medication appointments. Medication changes cannot take place without a legal guardian present to sign consent for the medication and understand the instructions for administration. In situations where there is shared custody, both parents must be in agreement with dispensing of medications and in attendance for all appointments. For continuity of care, both parents must sign proper releases for your child.

## **Injuries & Illness**

- In order to prevent injuries, please follow all safety precautions and be mindful of your safety and that of others (see "Safety").
- If an injury occurs while on campus, please immediately notify a staff member.
- Charlotte Behavioral Health Care will secure the most infection-free environment possible for patients, staff and visitors.
- Prevention of the spread of infections is of major concern of Charlotte Behavioral Health Care. To prevent the spread of infectious diseases, all staff will follow universal precautions. The specific precautions utilized are determined by the type or potential exposure. All employees are responsible for knowing which tasks they perform may pose a risk of exposure to blood borne pathogens and are to follow the policy and procedure for preventing such exposure.
- The best way to prevent spread of any infection is to use proper hand washing techniques. These instructions are in every bathroom.
- Any staff member who observes a patient with an elevated temperature, swelling and redness in any skin areas, complaining of sore throat or earache, productive, persistent cough, or an open draining wound will assess the patient's physical status and will notify the nurse in charge immediately.

- If you have an infectious illness and have recently been at our facility, please contact your provider or the Infection Control Nurse so that we can track any spread of illness. The Infection Control Coordinator will follow up by reporting the infection to the Health department in the period indicated by the health Department for specific disease reporting.
- In case of contagious illness in or around CBHC, we will post notices at the front desks and on the CBHC website.
- If the patient's condition is beyond the scope of care or level of isolation CBHC is able to provide the patient either transfer to a local hospital or discharge home.
- Other appropriate action may be taken, as deemed necessary by the Infection Control Coordinator, Chief Medical Officer, or designee.

## Intake/Appointments (Outpatient)

- **Intake paperwork:** You will first meet with one of our intake personnel who will review intake paperwork and set you up in our system. You will need to provide necessary demographic and financial information at this time, including any guardianship paperwork.
- **Comprehensive assessment:** A trained and qualified CBHC employee will conduct a Comprehensive Assessment. During the assessment, you will provide information about your symptoms, substance use, treatment history, and other relevant topics. We request that you be open and honest during this assessment process in order for us assist you properly. Comprehensive assessments are updated when you transition to a new level of care (e.g. if admitted to the ICA) or join a new program.
- **Appointments:** After your assessment, you and the clinician will determine the most appropriate services and set you up for follow-up appointments.
- We regret any inconvenience, but due to documentation and billing issues, we are unable to schedule two appointments on the same day..

## Interpretation & Translation Services

- CBHC is committed to ensuring accurate communication with all patients, including those who are deaf, hard of hearing, or have limited English proficiency.
- Interpretation services are provided at no cost to those in need.
- CBHC utilizes services to provide telephone and video translation. These services are available 24 hours per day and strictly adhere to CBHC's standards for confidentiality and professionalism. Family members or friends may be used, but CBHC will hire a qualified or certified interpreter to observe and ensure that communication is effective.
- Many forms are available in other languages or in large print.



- Please ask our Front Desk Staff for assistance. You will be asked to complete Request for Accommodation form, in which you indicate preferences for communication. For patients who are deaf or hard of hearing, a staff member will complete a Communication Assessment with you. You also have the right to waive interpretation services.
- If you have any questions, please contact the CBHC single point of contact Rebecca Hansen (Manager of Quality Management) at (941) 639-8300, ext. 2262.

## Medical Records

- To request copies of your medical record or to request records to be sent to another agency, please contact our Medical Records Department.
- You must complete the Authorization for Release of Health Information form, including signature, date, and witness. A medical records Release of Information form can be obtained from any staff member, from the medical records department, or found on our website ([www.cbhcfi.org](http://www.cbhcfi.org)).
- Once the Release of Information is completed, it can be handed to a staff member, faxed directly to the medical records department at 941-575-1865, or mailed to CBHC attention: Medical Records.
- Upon receipt of this form, you will be notified of the fees for copying, when applicable. Payment can be made by cash or check. Please do not send cash if mailing your payment.
- Records may take up to four (4) weeks for processing. You will be notified when they are ready for pick up.

## Medications & Refills

- **Appointments:** We utilize an open access model; appointments can be scheduled up to three weeks in advance. At your appointment, your provider will let you know when they would like to see you again and will provide a prescription for that period only. If you plan to be away, schedule your next appointment sooner so that you will not run out of medication. When you call, we will offer an appointment within two weeks. If your regular provider is unavailable, we will offer an appointment with one of our other medical staff.
- **Length of appointments:** If you are new to the agency, your first appointment will be approximately 1 hour & 40 minutes, but if you are open to a therapist, it will be 1 hour & 20 minutes. For follow-up appointments, you will be scheduled for 40 minutes (20 minutes for check in/meet with the med tech and 20 minutes with your medication provider).
- **Vitals:** Prior to meeting with a psychiatric nurse or psychiatrist to discuss medications, the medical tech will measure your vitals (blood pressure, weight, waist circumference).
- **Side effects:** Please report side effects to the nurse. If medication side effects are severe, go immediately to the Emergency Room. The nurse who is attending to daily scheduled patients may not be able to get back with you right away. There is a dedicated line for medication side effects through the main line (call 941-639-8300, choose option 6, and then choose option 2).



- **Coordination amongst Providers:** Please inform us of any changes in your medications that may have occurred. In addition, in order to ensure your safety, it is your responsibility to notify other medical providers of the medications that we have prescribed to you.
- **Medication bottles:** Please bring all medications with you in the original bottles, as this will assist your provider in coordinating with other physicians as well as ensure you are taking what we prescribe accurately.
- **Prescriptions:** Most medications are sent to the pharmacy by e-scribe. In case of a delay in the system, wait until the next day to pick up your medications.
- **Refills:** Prescriptions for refills are provided during an appointment. However, we understand there are times you may need to refill a prescription by phone and we will do this on a case-by-case basis. There is a dedicated line for refills through the main line (call 941-639-8300, choose option 6, and then choose option 1).
- **Stimulant medications:** If a stimulant is prescribed, please be advised that they cannot be called in to a pharmacy; they must be provided in written form and picked up in person.
- **Benzodiazepines:** Due to the abuse potential and safety concerns with this medication, we have strict policies regarding its use.
  - All other options, including therapy, must be tried before prescribing this medication.
  - We will not prescribe benzodiazepines for patients with certain risk factors, but will utilize an alternative treatment.
  - Patients taking these medications must comply with appropriate use or be safely titrated off and started on an alternative treatment. This includes bringing in medication bottles at each visit, complying with urine screens, and showing evidence of taking the medication as prescribed.
- **Scheduling:** We regret any inconvenience, but due to documentation and billing issues, we are unable to schedule appointments for two providers on the same day (i.e., meds and injection or meds and therapy).
- **Open Access/Medical Wait List Scheduling:** Great news! If you need to be seen but do not have a scheduled appointment, you are welcome to come in and wait for a cancellation or no-show. Although there is not a guarantee you will be seen, our staff will do their best to get you into a cancellation slot. Contact the front desk for the days and times.



## Pets

Pets are not allowed, except for qualified services animals.

## Recording Devices

- For confidentiality purposes, CBHC prohibits technology and the use of recording devices in groups. Therapists, prescribers, and other employees may allow the use of recording devices on a case by case basis.
- CBHC uses a video surveillance system in certain areas to help monitor corridors, outside areas, inpatient common areas, some inpatient bedrooms, and other locations that cannot be readily observed. The video surveillance system is not intended to be a substitute for direct patient-staff interaction, but is intended to supplement those interactions and enhance safety for patients and staff.

## Safety

- **Emergency exits** are conspicuously located in each of the buildings at both the Punta Gorda Campus and Northside Psychiatric Services in Murdock. **Fire alarm pulls and fire extinguishers** are located throughout each building- identified staff has keys to access them if locked. Emergency Plan Maps for all buildings on both campuses are located at the end of this booklet.
- **Evacuation of facilities:** If evacuation of the building is required, it is important that we follow staff direction and congregate in a safe area away from the building. Do not stand in the roadways as this may block the emergency vehicles responding to the situation.
- **Hurricanes:** In the event of a hurricane, the CEO will determine when to close for business. When time permits, patients in the ICA are relocated to a safer building either on or off-campus. Before and after a potential storm, please listen to local news and radio, check our website and Facebook page or call our main number to determine whether we are open or closed for business.
- **Medical emergencies:** If a medical emergency arises, first responders are available to stabilize the situation until emergency services arrive. During this time, please allow space for the staff and emergency personnel to stabilize the situation. **First aid kits** are available in each building.
- **Tornadoes:** In the event of a tornado, all patients will be relocated to a room or hallway without windows until the danger has passed.
- **Violence:** Physical violence, verbal threats, and inappropriate sexual behavior and harassment are not permitted and may result in notification of law enforcement and/or discharge. For your protection, and to avoid escalating the situation, if a violent situation arises, please follow staff direction. If possible, the staff will have you leave the immediate area for your safety.

## Satisfaction Surveys

- CBHC would like your feedback about the services that you receive. We will periodically ask you to complete a Patient Satisfaction Survey. Please respond with your honest feedback. Input from these surveys is compiled and used to improve the services we provide. If, for some reason you are dissatisfied with your treatment, we encourage you to discuss your concerns with your treatment provider. You may also submit a formal grievance.

- You may also provide feedback about the services that you receive at any time, by asking to complete a satisfaction survey.
- Surveys are also available online:
  - Adult: <https://www.surveymonkey.com/r/CBHCAAdultSurvey>
  - Child: <https://www.surveymonkey.com/r/CBHCCChildSurvey>
  - Post-discharge: <https://www.surveymonkey.com/r/CBHCPPostDischarge>

## Service Coordination

You will be assigned a primary clinician or case manager who will coordinate your services and work with you to create an Individual Treatment Plan. If you have any questions about your primary service coordinator, you may ask any staff.

## Social Media

Our providers will not accept friend requests from individuals receiving treatment, due to privacy and confidentiality. Friending of patients also leads to blurring of boundaries, which can negatively affect treatment. Please do not attempt to contact staff members using any type of social media (such as Facebook). Not only does this risk your confidentiality, the provider may not see the post in a timely manner.

## Tardiness/ Late Arrival

- **Medication Services:** Please arrive 15-20 minutes before your appointment so that we can get you checked in and update your information. If you are 5 minutes late for your appointment and the next patient is waiting, we will see the waiting patient and move you into the next time slot. Please keep in mind that we schedule our providers every 15 minutes so arriving after your scheduled appointment may result in you losing your appointment to someone who is waiting, possibly being seen by a different provider, or having to reschedule for another day
- **Individual therapy:** If you arrive later than 15 minutes for your scheduled appointment, it will be up to your clinician whether they will be able to fit you into their schedule. If necessary, we will schedule you for the next available appointment.
- **Group therapy:** Late arrival is not permitted for group; you will not be allowed to join most groups if you arrive late.

## Telemedicine

Occasionally CBHC may offer to provide therapy or psychiatric service to you via telemedicine in order to expedite your services. If you should consent, these services are provided via a software program which ensures your privacy and is HIPPA compliant.

## Texting

For home-based services, staff members may occasionally communicate regarding scheduling by text messaging, but we cannot verify the confidentiality of these texts, and the provider may not be able to respond in a timely manner. If you have an emergency or need to contact a staff member, it is best to do so by telephone.

## Tobacco Policy

As a health care facility, CBHC is committed to a tobacco free environment. Tobacco products are **not permitted** anywhere on the CBHC campus.

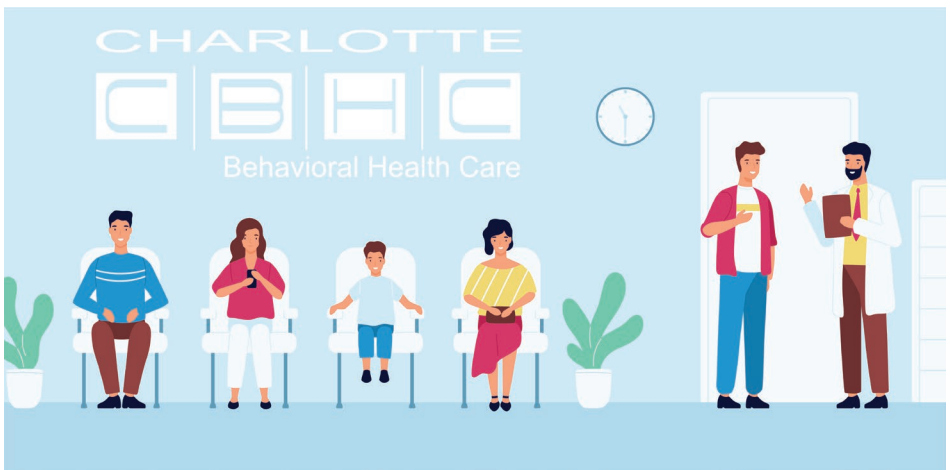


## Treatment Planning

- At the beginning of treatment, you will work with your clinician to identify your goals and create a specific plan for meeting those goals. This treatment plan will be the guide for all services that you receive in treatment. It should make sense to you and specific to your needs and desires. The clinician will provide a copy for your records.
- Please come prepared to your treatment-planning meeting by thinking about your goals for treatment.
- Treatment plans are updated every six months or when you begin a new program (e.g. psychotherapy, case management). For those in Substance Use services, treatment plans are reviewed every 30 days.

## Waiting Room Rules

- Once you check in for your appointment, please wait in our lobby area until you are called. It is your responsibility to be present and available for your appointment. If you must use the restroom or step outside, please notify staff of your location. If you are late to an appointment due to leaving the building, your appointment will need to be rescheduled.
- If you are with children, please maintain close supervision of them while in our building. You may not bring your children into your appointment or leave them unattended in the hall or waiting room. If your children must accompany you to an appointment, another adult in the waiting room must supervise them.



# PATIENT RIGHTS

- Right of Individual Dignity, which includes the right to be treated respectfully and to not be abused, to move freely within the facility unless their safety is at risk or their movement has been restricted by a judge, and the right to reasonable accommodations under ADA.
- Right to designate a representative that can be contacted in case of an emergency, to receive notice that they are at the facility, and if you need one but cannot choose for yourself we will select one on your behalf.
- Rights to communication to include the right to talk privately on the phone. If you are in an inpatient program, you have the right to send and receive private mail. The facility is required to have reasonable rules about visiting hours, mail and use of the phone. If your access to any of these is restricted, you will be given written notice that includes the reasons for the restriction. The restrictions will be reviewed every 7 days. You have the right to contact an attorney, the abuse hot line, or the Disability Rights department at any time
- Right to treatment and to receive the least restrictive, most appropriate and available treatment in this facility. You will get a physical exam within 24 hours or arrival to an inpatient unit. You will be asked to help develop a treatment plan that meets your needs.
- Right to Express and Informed Consent, including Information about treatment options before treatment begins. You will be given information about the purpose of treatment, the common side effects of medication you receive, alternative treatments, and the approximate length of stay at this facility. You, your guardian, guardian advocate or health care surrogate/proxy may withdraw your consent to treatment at any time.
- Right to your clothing and personal belongings when admitted to an inpatient setting unless they are removed for safety or medical reasons.
- Right to discharge from outpatient services. The right to request discharge from an inpatient program if you entered it voluntarily. Your doctors will be notified and you will be discharged within 24 hours from a community facility or within 3 working days from a state hospital, unless you change your mind or you meet the criteria for involuntary placement. A petition must be filed with the court within 72 hours of arrival, or 2 working days of your transfer from voluntary to involuntary status.
- Right to seek treatment from the professional or agency of your choice after your discharge from this facility.
- Confidentiality and privacy of information about your stay at this facility. Your information is private and may not be released without your consent or the consent of your guardian, guardian advocate, or health care surrogate/proxy if you have one, except under certain instances.
- Right to your clinical record, unless this is determined to be harmful to you by your physician.
- Access to legal representation and advocacy services. You or your representative have the right to ask the court to review the reason and legality of your detention in this facility, a denied legal right or privilege or a procedure that is not being followed.
- Right to register to vote and to cast your vote in any election unless the court has removed this right from you.
- Ability to file formal complaints and/or request changes in service delivery and receive a response within 24 hours of the conclusion of the investigation, which may take up to 7 days.
- Right to present an advanced directive or to prepare a document when competent to do so that lists the mental health care that you want or do not want, and to name a person that can make decisions for you if you are unable to make those decisions for yourself.

# Your Rights While Receiving Mental Health Services

The following rights are guaranteed to you under Florida law. These rights will be fully explained to you upon admission to this facility.

## Individual Dignity

- ✓ You have the right to be treated respectfully and to not be abused.
- ✓ You have the right to move freely within this facility unless your safety is at risk or your movement has been restricted by a Judge.
- ✓ You have the right to reasonable accommodations under the Americans with Disabilities Act (ADA).

## Designation of a Representative

- ✓ You will be asked to identify a person that we can contact in case of emergency.
- ✓ You may identify a person to receive notice that you are here in this facility.
- ✓ If you do not, or cannot, choose a representative, one will be selected for you.

## Communication

- ✓ You have the right to talk privately by phone and during visiting hours, and can receive and send private mail. This facility is required to develop reasonable rules about visiting hours, mail and the use of telephones.
- ✓ If your access to the phone, mail, or visitation is restricted, you will be given a written notice that includes the reasons for the restriction. The restriction must be reviewed by the physician at least every 7 days.
- ✓ You have the right to contact your attorney at any time.
- ✓ You have the right to use a phone at any time for the purpose of reporting abuse to the Florida Abuse Hotline, or to Disability Rights Florida.

## Confidentiality of Information and Records

- ✓ Information about your stay in this facility is private and may not be released without your consent (or the consent of your guardian, guardian advocate, or health care surrogate/proxy, if you have one) except under certain instances.
- ✓ You have the right to see your clinical record, unless this is determined to be harmful to you by your physician.

## Treatment

- ✓ You have the right to receive the least restrictive, most appropriate and available treatment in this facility.
- ✓ You will get a physical exam within 24 hours of arrival.
- ✓ You will be asked to help develop a treatment plan that meets your needs.

## Complaints

- ✓ You have the right to file an internal complaint and to receive a response within 24 hours of the conclusion of the investigation (may take up to 7 days).

## Advance Directives

- ✓ You have the right to prepare a document, when competent to do so, that lists the mental health care that you want or don't want, and to name a person that can make decisions for you if you are unable to make those decisions for yourself.

## Informed Consent

- ✓ Before treatment begins, you will be given information about the purpose of the treatment, the common side effects of medication you receive, alternative treatments, and the approximate length of stay at this facility.
- ✓ You (or your guardian, guardian advocate, or health care surrogate/proxy) may withdraw your consent to treatment at any time.

## Clothing and Personal Effects

- ✓ You have the right to keep your clothing and personal belongings unless they are removed for safety or medical reasons.
- ✓ If your belongings are taken from you, an inventory of the items will be prepared and given to you to sign. Your items will be returned to you or your representative upon your discharge or transfer from this facility.

## Right to Contact the Court

- ✓ You, or your representative, have the right to ask the Court to review the following:
  - The reason and legality of your detention in this facility.
  - A denied legal right or privilege.
  - A procedure that is not being followed.

## Voting

- ✓ You have the right to register to vote and to cast your vote in any election unless the court has removed this right from you.

## Discharge

- ✓ If you request discharge (and you are voluntarily admitted), your doctor will be notified and you will be discharged within 24 hours from a community facility, or within 3 working days from a state hospital, unless you change your mind or you meet the criteria for involuntary placement.
- ✓ You must be released within 72 hours of arrival at the facility unless you are on voluntary status. If you meet the criteria for involuntary placement, a petition must be filed with the court within 72 hours of arrival, or 2 working days of your transfer from voluntary to involuntary status.
- ✓ You have the right to seek treatment from the professional or agency of your choice after your discharge from this facility.

*If you believe your rights have been violated, you can contact:*

### Florida Abuse Hotline

1-800-96-ABUSE  
1-800-962-2873 (Voice)  
1-800-453-5154 (TTY / TDD)

### Americans with Disabilities Act (ADA)

1-800-514-0301 (Voice)  
1-800-514-0383 (TTY)

### Disability Rights Florida

1-800-342-0823 (Voice)  
1-800-348-4127 (TTY/TDD)

This poster can be downloaded from the DCF website at <http://www.myflfamilies.com/service-programs/substance-abuse/publications>.  
This poster must be placed next to the telephone used by people receiving services.

Charlotte Behavioral Health Care, Inc. does not discriminate in the provision of services based on race, color, gender, religion, national origin, marital status, age, or disability. Foreign language & Sign Language Interpreters will be provided at no cost. Any patient who believes he or she has been denied services may file a complaint with the United States Department of Health and Human Services, Office of Civil Rights, Sam Nunn Atlanta Federal Center, 61 Forsyth Street, SW Atlanta, GA 30303-8909 or the Department of Children and Families, Office of Civil Rights, 1317 Winewood Boulevard, Building 5 Room 242, Tallahassee, FL 32399, within 180 days of the alleged violation.

# NOTICE OF PRIVACY PRACTICES

*This notice of Privacy Practices describes how CBHC may use and disclose your protected health information (PHI\*) in order to carry out treatment, payment and health care operations and for other purposes permitted or required by law. It also describes your rights to access and control your PHI. CBHC wants you to be aware that we take your privacy very seriously and we will follow all State and Federal laws to protect the privacy of your protected health information.*

*\*PHI is information that is created or received by a health care provider, that identifies or could reasonably be used to identify the individual (including demographic information) as it relates to past, present, or future physical or mental health condition, any health care service provided to an individual, and past, present, or future payments for the health care service provided.*

## **Uses and Disclosures**

- **Treatment:** Your PHI may be used by staff members or disclosed to other health care professionals for the purpose of evaluating your health, diagnosing your condition, and providing treatment. For example, results of laboratory tests and procedures will be available in your medical record to all health professionals who may provide treatment, or by nurses who may need to review medications before responding to refill requests.
- **Payment:** Your PHI may be used to seek payment from your health plan, from other sources of coverage, such as state funding, or credit card companies that you may use to pay for services. For example, your health plan may request and receive information on dates of service, the services provided and the condition being treated.
- **Health Care Operations:** Your PHI may be used to support the day-to-day activities and management of CBHC. For example, information on the services you received may be used to support budgeting and financial reporting, and activities to evaluate and promote quality of services. We may call you by name in the waiting room when your Provider is ready to see you. We may use or disclose your protected health information to contact you to confirm appointments. We will share your protected health information with third party business associates that perform various activities (e.g. billing, laboratory services, and pharmacy services). When an arrangement between our office and a business associate involves the use or disclosure of your PHI, we will have a written contract that contains terms that will protect the privacy of your PHI.
- **Law Enforcement:** Your health information will be disclosed to law enforcement agencies to support government audits and inspections (e.g., Medicaid, Medicare); to facilitate law-enforcement investigations and to comply with government mandated reporting. (e.g., child abuse, elder abuse, and domestic violence)
- **Public Health Reporting:** Your health information may be disclosed to public health agencies as required by law. For example, we are required to report certain communicable diseases to the state's public health department. **Florida Statute, Chapter 381, Public Health: General Provisions, and Chapter 384, Sexually Transmitted Diseases.**

## Additional Uses of Information

We will use your PHI to send or call with appointment reminders.

- **Electronic Communications:** Communications you request sent to you via cell phone or fax transmission could represent a risk for protected health information being disclosed due to interruptions of signals and non-secured or un-encrypted computer/phone lines.
- **Coroners, Funeral Directors, and Organ Donation:** Protected health information may be disclosed to a coroner or medical examiner for purposes specified in federal or state law. We may also disclose protected health information to a funeral director, as authorized by law, in order to permit him to carry out his duties. Protected information may be disclosed for organ procurement purposes.
- **Emergencies:** CBHC staff members may disclose protected health information without the authorization of the patient if, in his or her professional judgment, such disclosure is necessary to reduce a serious and imminent threat to the health and safety of a person or the public. Protected health information may be disclosed in an emergency treatment situation. If this happens, your provider will try to obtain your consent as soon as reasonably possible after the delivery of treatment.
- **Workers Compensation:** Protected health information may be disclosed to Workers Compensation as required by law.
- **Others Involved in Your Healthcare:** Unless you object, we may disclose to a member of your family, a relative, a close friend or any other person you identify, your protected health information that directly related to that person's involvement in your health care. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in your best interest, based on our professional judgment. We may use or disclose protected health information to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care, your location or condition. Lastly, we may use or disclose your protected health information to an authorized public or private entity to assist in disaster relief efforts and to coordinate uses and disclosures to family or other individuals involved in your health care.
- **Communication Barriers:** Protected health information may be disclosed if attempts are made to obtain consent, but due to substantial communication barriers that prevent the individual from signing a consent form and the treating professional believes in his or her professional judgment that consent can be clearly inferred. Your confidential healthcare information may **not** be released for any other purpose than that which is identified in this notice.



## Other Uses and Disclosures Require Your Authorization

Disclosure of your health information or its use for any purpose other than those listed above requires your specific written authorization. If you change your mind after authorizing a use or disclosure of your information, you may submit a written revocation of the authorization. However, your decision to revoke the authorization will not affect or undo any use or disclosure of information that occurred before you notified us of your decision to revoke your authorization.

### Your Rights



- **The right to request restrictions:** You have the right to request that CBHC restrict the use or disclosure of your PHI in connection with treatment, payment, or health care operations. CBHC is not required to accept such a request, but if we do, we are required to abide by that restriction until it is terminated. You may request that any part of your PHI not be disclosed to your family members or friends who may be involved in your care or for notification purposes as described in this Notice. Your request must state specific restrictions requested and to whom you want the restrictions to apply. CBHC is not required to agree to a restriction that you may request. If CBHC believes, it is in your best interest to permit use and disclosure of your protected health information, your PHI will not be restricted. If our agency does agree to restrict, we may not use or disclose your PHI in violation of that restriction unless it is needed to provide emergency treatment. Please discuss with one of our professional staff any restrictions you wish on your PHI. You may request these restrictions by sending in writing what the restrictions are, and why you want them.
- **The right to receive confidential communications concerning your mental condition and treatment:** CBHC will accommodate reasonable requests. For example, you may wish that we contact you at work rather than at home. You may request that bills be sent to a PO Box instead of to your home address. We will accommodate this request when reasonable and when in writing. CBHC has a form that you may request from the Privacy Officer or Intake Person.
- **The right to inspect and copy your protected health information:** You have the right to inspect and obtain a copy of PHI that we maintain and have in our possession, billing records, but not psychotherapy notes. The privacy rule defines psychotherapy notes as, “Notes recorded in any form by a health care provider who is a mental health professional documenting or analyzing the contents or conversation during a private counseling session or a group, joint, or family counseling session. Psychotherapy notes exclude medication prescription and monitoring, counseling session start and stop times, the methods and frequencies of treatment, results of clinical tests and any summary of the following items: diagnosis, functional status, the treatment plan, symptoms, prognosis, and progress to date.” If you wish a copy of your PHI, you will be asked to complete a request in writing, to be given to the Privacy Officer or the Medical Records Department. There may be a fee related to the costs of copying, mailing, labor and supplies associated with your request.
- **The right to amend or submit corrections to your protected health information:** The regulations permit you to request that CBHC amend the PHI that is any part of your medical record. You have a right to request an amendment for as long as CBHC maintains copies of your medical records.

Example, if you feel the information about you is not accurate or complete. To request the amendment, your request must be in writing. In addition, you must provide a reason that supports your request. CBHC reserves the right to deny your request for an amendment if it is not in writing, or does not include a reason to support the request. Additionally we may deny your request if you ask to amend information that:

- Was not created by CBHC
- Is not part of the information that you would be permitted to inspect and copy.
- Is accurate and complete.

- **The right to receive an accounting of how and to whom your protected health information has been disclosed:** An accounting of disclosures is a list of the disclosures we have made, if any, of your PHI. You have the right to request an accounting of disclosures. This right applies to disclosures for purposes other than those made to carry out treatment, payment and health care operations as described in this notice. It excludes disclosures made to you, to family members or friends involved in your care or those made for notification purposes. You have a right to receive this information about disclosures that have occurred after April 14, 2003. Your request must be made in writing and state a period of time that cannot exceed six years, and cannot include any dates before April 14, 2003. You can indicate in what form you want the list (e.g. paper, electronically). We may charge you for the costs of providing the list.
- **The right to receive a printed copy of this notice:** You have a right to receive a copy of this Notice of Privacy Practices.

**CBHC Duties:** We are required by law to maintain the privacy of your PHI, and to provide you with this notice of Privacy Practices. We also are required to abide by the privacy policies and practices that are outlined in this notice.

- **Right to Revise Privacy Practices:** As permitted by law, we reserve the right to amend or modify our privacy policies and practices. These changes in our policies and practices may be required by changes in federal and state laws and regulations. Upon request, we will provide you with the most recently revised notice on any office visit. The revised policies and practices will be applied to all PHI we maintain.
- **Requests to Inspect Protected Health Information:** You may generally inspect or copy the PHI that we maintain, as permitted by federal regulation; we require that requests to inspect or copy PHI be submitted in writing. You may obtain a form to request access to your records by contacting the Medical Records Department or the Privacy Officer. Your request will be reviewed and will generally be approved unless there are legal or medical reasons to deny the request.

**Complaints:** If you would like to submit a comment or complaint about our privacy practices, you can do so by contacting our Privacy Officer at 1700 Education Ave., Punta Gorda, FL 33950. If you believe we have violated your privacy rights, you may contact the Secretary of Health and Human Services. You will not be penalized or otherwise retaliated against for filing a complaint.

**Contact Telephone: 941-639-8300**

# ADVANCE DIRECTIVES

Every competent adult has the right to make decisions concerning his or her own health, including the right to choose or refuse medical treatment. In 1990, Congress passed the Patient Self-Determination Act. This Federal law gives people the legal right to decide what type of treatment they may want or may not want. It means you have the right to refuse medical care. Specifically, the new law recognizes patients' wishes regarding the use of life sustaining technology such as respirators and tube feedings. It means that **YOU can decide NOW what treatment** you will receive when you are no longer able to make decisions for yourself. The key to insuring the agency respects your wishes is to write everything down so that there are no misunderstandings later. There are special forms called **ADVANCE DIRECTIVES** to record your decisions regarding the type of medical treatment you want or do not want in case you are unable to speak for yourself. No one is required to fill out these documents, but you have the option to do so now, instead of leaving the decision to your family in a time of crisis. You have the opportunity to control your own medical care should you become incapacitated—not only will your family have guidance, but external groups will have no influence over decisions made about your medical treatment. This is an extremely important issue and open discussion with your family, physician, friends, and clergy is encouraged. You might ask one of these people to take responsibility for making decisions on your behalf, so they need to understand what you want and do not want, and why.

**Definitions:** The following are definitions of terms you will encounter in planning your Advance Directives.

- **Advance Directives:** Advance Directives are instructions that people can use to give directions about the type of care they want, or do not want, should they be unable to make healthcare decisions for themselves. Advance directives are exactly what their name implies; directions written in advance telling your doctor and your family exactly what kind of care you want or do not want. Three types of documentation can provide advance directives: 1) living wills, 2) durable power of attorney for healthcare, and 3) health care surrogate.
- **Living Wills:** Living wills are documents that allow competent individuals to indicate their wishes regarding life prolonging medical treatment in the event they become unable to make such decisions. Living wills become effective only when a patient has an incurable injury, disease, or illness certified by two physicians to be a terminal condition. Two physicians, one of whom is the patient's attending physician, must personally examine the patient and determine that death will occur whether or not life-sustaining procedures are used and whether these procedures will only artificially prolong life. In a living will, the person may direct life sustaining procedures be withheld or withdrawn and request he/she be allowed to die naturally. The person may indicate pain medication or other comfort procedures be administered to provide relief of pain or unnecessary suffering. The living will serves as the person's final expression of the legal right to refuse medical or surgical care and accept the consequences of such refusal. The person signing a living will expects both his/her family and physician to honor such wishes.
- **Durable Power of Attorney for Healthcare:** This second type of advance directive can relate to any medical situation and not just a terminal illness. A durable power of attorney for health care is a signed, dated, and witnessed legal document in which a competent person (who is called the principal in the document) names another competent person (referred to as the agent) to make medical decisions if the patient becomes incapacitated and unable to make his/her own wishes known. In this document (also called a healthcare power of attorney), the patient states his/her desires concerning artificial life support or other treatments to be avoided. The directive may include treatments that the patient will accept such as surgery or artificial nutrition and hydration. Remember, this form of advance directive can relate to any medical situation whereas living wills only become effective when a patient is terminally ill.
- **Health Care Surrogate Designation:** It is a document naming another person as your representative to make medical decisions for you if you are unable to make them yourself. You can include instructions about any treatment you want or do not want, similar to a living will. You can also designate an alternate surrogate.

### **Completing Advance Directives:**

Each state recognizes different types of advance directives, and some state laws limit the situations in which your advance directives are effective. Consider your feelings very carefully. Take your time and ask others for input:

- **Talk to Your Doctor:** It is very important that you understand what kind of technologies are available and in use today. Schedule time to talk to your physician, and bring a list of questions so you do not forget anything. If you do not have a doctor, do not worry. The law requires hospitals to participate in community education, so there is a good chance that a hospital in your area will conduct workshops or offer assistance in understanding and completing advance directives.
- **Talk to your family:** Once you have an understanding of the types of treatments, discuss openly the ones you are willing to receive and those you do not want. Let your family know why you feel the way you do, and who you have named to make decisions on your behalf. It is important for your family to understand your decisions. This will help to assure that your wishes.
- **Talk to others:** You may wish to talk with a clergy member or close friend as well. The more you talk about this with people, who care for you, the more secure you can feel that they will honor your wishes.
- **See an attorney:** It is not a requirement, but it CBHC strongly recommends it. Attorneys are in the best position to assist you in drafting clear and comprehensive advance directives. You want to avoid any misunderstanding that may occur. An attorney can also provide valuable insight into your particular state laws and answer any specific questions you may have.
- **Make copies:** Once you have completed your advance directives you should make copies and send them to the following people. Make a list of everyone who received copies in case you want to make changes to your advance directives. A competent adult can always make changes to his/her advance directives. Just make sure that everyone on your list receives the most current version.
  - the *agent* named to make your healthcare decisions
  - your *physician*
  - your *attorney*
  - your *family*, and keep a copy for yourself.

**Conclusion:** Becoming an educated healthcare patient is a big step toward influencing the type of healthcare you receive. Understanding your options will enable you to make informed decisions about the care you wish to receive or refuse.

**Additional Information:** Before making a decision about advance directives, you might want to consider additional options and other sources of information, including the following:

- **“Five Wishes”** includes a living will and a health care surrogate designation. It gives you the opportunity to specify if you want tube feeding, assistance with breathing, pain medication, and other details that might bring you comfort such as what kind of music you might like to hear, among other things. You can find out more at:

**Aging with Dignity**

**[www.agingwithdignity.org](http://www.agingwithdignity.org)**

**Toll free: 1-888 594-7437**

- **American Association of Retired Persons (AARP):** [www.aarp.org](http://www.aarp.org). Type “advance directives” in the website’s search engine.
- Your local hospital, nursing home, hospice, home health agency, and your attorney or health care provider may be able to assist you with forms or further information.
- **End of Life Issues:** [www.FloridaHealthStats.com](http://www.FloridaHealthStats.com) Under Reports and Guides, Toll free: (888) 419-3456

# CODE OF ETHICS

All CBHC staff is required to adhere to the highest ethical standards, as follows. If you believe a staff member has engaged in an ethical violation please report it by using the Patient Grievance Form. (*Refer to 'Patient Grievances'*).

- CBHC strictly prohibits staff engaging in relationships with patients outside CBHC may result in termination of the staff member. This includes any fraternization, dating, sexual behavior, or business relationships.
- CBHC prohibits employees from accepting gifts of substantial value from patients.
- Staff members will follow the CBHC Confidentiality Policy and will not divulge confidential information about patients, unless clinically indicated or in an emergency.
- CBHC prohibits advertising and marketing strategies, which present the credentials of employees inaccurately, present erroneous information about professional services, or make false advertising claim.
- CBHC prohibits the billing of patients for services not rendered or at exorbitant or inflated rates.
- The CBHC Board of Trustees will not receive financial gain from the business operation of the organization.
- CBHC will follow all requirements of the National, State, and County life and fire safety codes.
- CBHC holds its employees to the specific ethical guidelines of their professional discipline. If a staff member is in violation of an ethical standard, CBHC may report to their ethical review board and/or the licensing board of the State of Florida. These professional organizations include the American medical Association (AMA), American Psychological Association (APA), Florida Certification Board (FCB), National Board of Certified Counselors (NBCC) and National Association of Social Workers (NASW).



# EMERGENCY MANAGEMENT

Emergency exits are conspicuously located at each location that renders services for Charlotte Behavioral Health Care, Inc. Alarm Pulls and Fire extinguishers are located throughout each building and all staff has keys to access them if locked. First aid kits are also available in each building as well. In case of fire or other disaster, staff will direct you to evacuate or take cautionary measures. If you receive an injury while you are here, please notify staff immediately.

Emergency Plan Maps for all buildings on both campuses are located at the back of this booklet and include a campus map indicating the position of each building in relation to the others. Please refer to the key below when using the maps.

Larger Emergency Plan maps are located at each facility with more specific instructions on recommended evacuation routes.

Weather events:

- A. Fire safety is available at all Charlotte Behavioral Health Care, in the event of a fire, staff will direct the flow of traffic. Please follow their lead. If smoke is heavy stay as low as you can and make your way to the nearest open exit
- B. In the event of a tornado, all patients will relocate to a room without windows to await the all clear signal.
- C. In the event of an approaching storm, the CEO will make the decision to either Shelter in place or relocate to a safe facility. In the event relocation to a safe facility is called for, it is important to follow staff directions to ensure the safety of all persons.
- D. Violence: occasionally a violent situation may arise, if this occurs it is important that you follow staff direction. This is to keep you safe. If possible, the staff will have you leave the immediate area for your safety.
- E. Medical emergencies- if a medical emergency arises, first responders are available to stabilize the situation until emergency services arrive. During this time, please allow space for the staff and emergency personnel to stabilize the situation.
- F. Evacuation of facilities: At times, we may have to evacuate the facilities in an emergency. It is important that we follow staff direction and congregate in a safe area away from the threatened building. It is also important that we do not stand in the roadways as this may block the emergency vehicles responding to the situation.

CBHC will employ these media sources to advise the community of the availability and service locations post event

## Newspapers

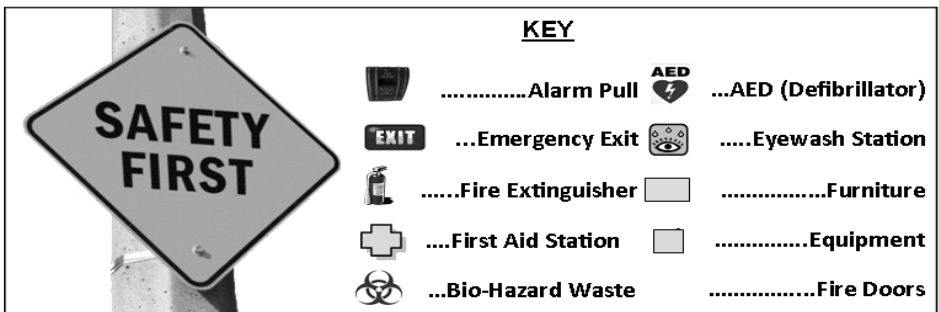
- Charlotte Sun Newspaper
- Herald Tribune Newspaper
- Fort Myers News Press

## Television Stations

- WINK News
- NBC-2
- ABC-7

## Radio Stations

- 98.9 FM - Beach
- 105.5 FM – Beat
- 1580 AM – News Radio



## COMMUNITY RESOURCES

<b>AA: Alcoholics Anonymous</b> <a href="http://www.aa.org">www.aa.org</a>	941-426-7723
<b>Abuse Registry Hotline</b>	800-96-ABUSE
<b>Agency for Persons with Disabilities (APD)</b> <a href="http://www.apd.myflorida.com/">www.apd.myflorida.com/</a>	800-615-8720
<b>C.A.R.E. (Center for Abuse, Rape, &amp; Emergencies)</b> <a href="http://www.carefl.org">www.carefl.org</a> Temporary shelter, advocacy, and other services available	941-639-5499
<b>Career &amp; Service Center</b> 19500 Cochran Blvd, Port Charlotte <a href="http://www.careerandservicecenter.org/">http://www.careerandservicecenter.org/</a>	941-235-5900
<b>Charlotte County Family Service Center</b> <a href="http://www.charlottecountyfl.com">www.charlottecountyfl.com</a>	941-235-0668
<b>Charlotte County Health Department</b> 514 East Grace Street, Punta Gorda (WIC) 6868 San Casa Road, Englewood 1100 Loveland Blvd, Port Charlotte (WIC) <a href="http://charlotte.floridahealth.gov/">http://charlotte.floridahealth.gov/</a>	941-639-1181 941-475-3240 941-624-7200
<b>Charlotte County Homeless Coalition</b> 1476 Kennesaw Street, Murdock <a href="http://www.cchomelesscoalition.org">www.cchomelesscoalition.org</a> Food pantry, Emergency Shelter	941-627-4313
<b>Charlotte County Transit</b> Call 24 hours in advance to make a reservation. Bus Service available 6:30am to 6:00pm M-F and 9:00am to 6:00pm on Saturdays. <a href="http://www.charlottecountyfl.gov">www.charlottecountyfl.gov</a>	941-575-4000
<b>DCF – Substance Abuse and Mental Health Program Office</b>	813-337-5700
<b>DCF-ACCESS</b> <a href="http://www.myflorida.com/accessflorida">http://www.myflorida.com/accessflorida</a> Medicaid, Food Stamps, Cash Assistance, Protection Services	866-762-2237
<b>Disability Rights Florida</b>	800-342-0823
<b>Florida Rural Legal Services</b> 226 Taylor St, Punta Gorda, FL 33950 <a href="http://www.frls.org">www.frls.org</a> Legal representation	941-505-9007

### **The Florida Bar ("Find a Lawyer")**

[www.floridabar.org](http://www.floridabar.org)

### **Healthy Start Coalition**

941-764-9700

17940 Toledo Blade Blvd Unit A, Port Charlotte, FL 33948

### **Salvation Army**

941-629-5950

2735 Tamiami Trail, Port Charlotte

Assistance with food, utilities, rent, clothing

### **St. Vincent De Paul Society**

1441 Spear Street, Port Charlotte (St. Maximilian Kolbe)

941-258-3398

21841 Felton Avenue, Port Charlotte (St. Charles Church)

941-625-9784

25200 Airport Road, Punta Gorda (Sacred Heart)

941-575-0767

Assistance with food, utilities, rent, clothing, furniture

### **Social Security Administration**

877-405-0490

1777 Tamiami Trail, Suite 301, Port Charlotte

### **Veterans Service Office**

1050 Loveland Blvd, Port Charlotte, FL 33980

941-764-5579

6868 San Casa, Englewood, FL 34224

941-681-3716

### **Virginia B. Andes Volunteer Community Clinic**

941-766-9570

21297 Olean Blvd. Unit B, Port Charlotte

Medical and prescription emergencies

<http://www.volunteerscare.org/home>

### **YMCA Subsidized Child Care**

19333 Quesada Avenue, Port Charlotte

941-391-5079

22416 Glass Ln, Port Charlotte, FL 33980

941-629-2220

[www.charlottecountyyymca.com/locations.html](http://www.charlottecountyyymca.com/locations.html)

## **DeSoto County Resources**

### **Catholic Charities of DeSoto County**

863-494-1068

1210 E Oak St, Arcadia, FL 34266

### **DeSoto County Health Department/Healthy Start**

863-993-4601

34 South Baldwin Avenue, Arcadia, FL 34266

<http://desoto.floridahealth.gov/>

*The preceding list of Community Resources is provided as a courtesy.*

*CBHC does not promote one organization over another and encourages you to evaluate the services offered and choose the organization(s) that best meet your needs.*

*If you require assistance to contact any of these resources, please let us know.*

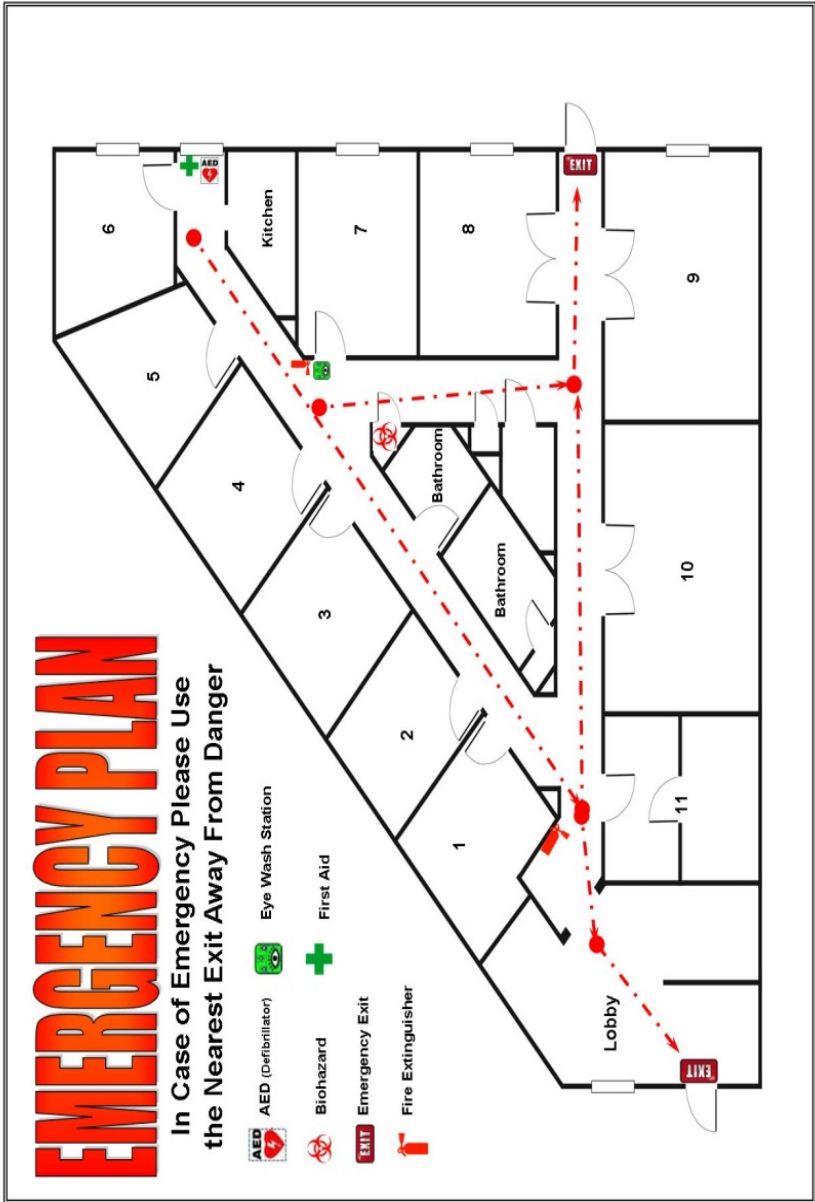




**From Sarasota/Northport**-South on US-41/Tamiami Trail, past Toledo Blade Blvd, 1032 Tamiami Trail is on left in **Murdock Town Center** (before the Port Charlotte Town Center Mall)

**From I-75**-Take exit 179, Toledo Blade Blvd, head West. Turn LEFT on US-41/Tamiami Trail 1032 Tamiami Trail is on left in **Murdock Town Center** (before the Port Charlotte Town Center Mall)

**From Punta Gorda**- North on US-41/Tamiami Trail, past El Jobean Rd/Veterans Blvd 1032 Tamiami Trail is on right in **Murdock Town Center** (past the Port Charlotte Town Center Mall)



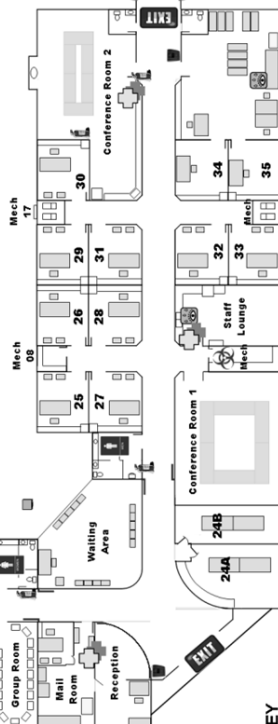
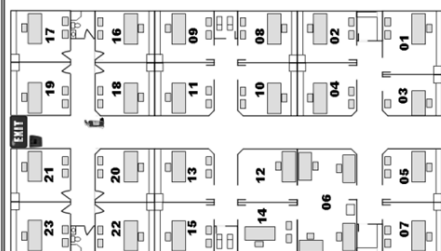
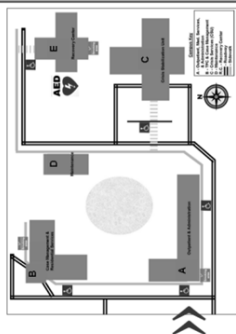


Proceed east on **Cross St./US-41**. Continue on **Carmelita St.** (0.9mi). Turn right at  
**Airport Rd.** (0.8mi). Turn left onto **SR-765A/Taylor Rd.** (33 ft.). Turn right at  
 toward **Punta Gorda**. Turn left at exit. Turn left on **Taylor Rd.** Turn right  
 park. Head towards **Punta Gorda** (417 ft.). Turn left at **Jones Loop Rd./SR-768**  
**for Rd.** (2.0mi). Turn right at **Education Ave.** (0.4mi).

## EMERGENCY PLAN

In Case of Emergency, Please Use  
the Nearest Exit Away From Danger

Building A & Annex

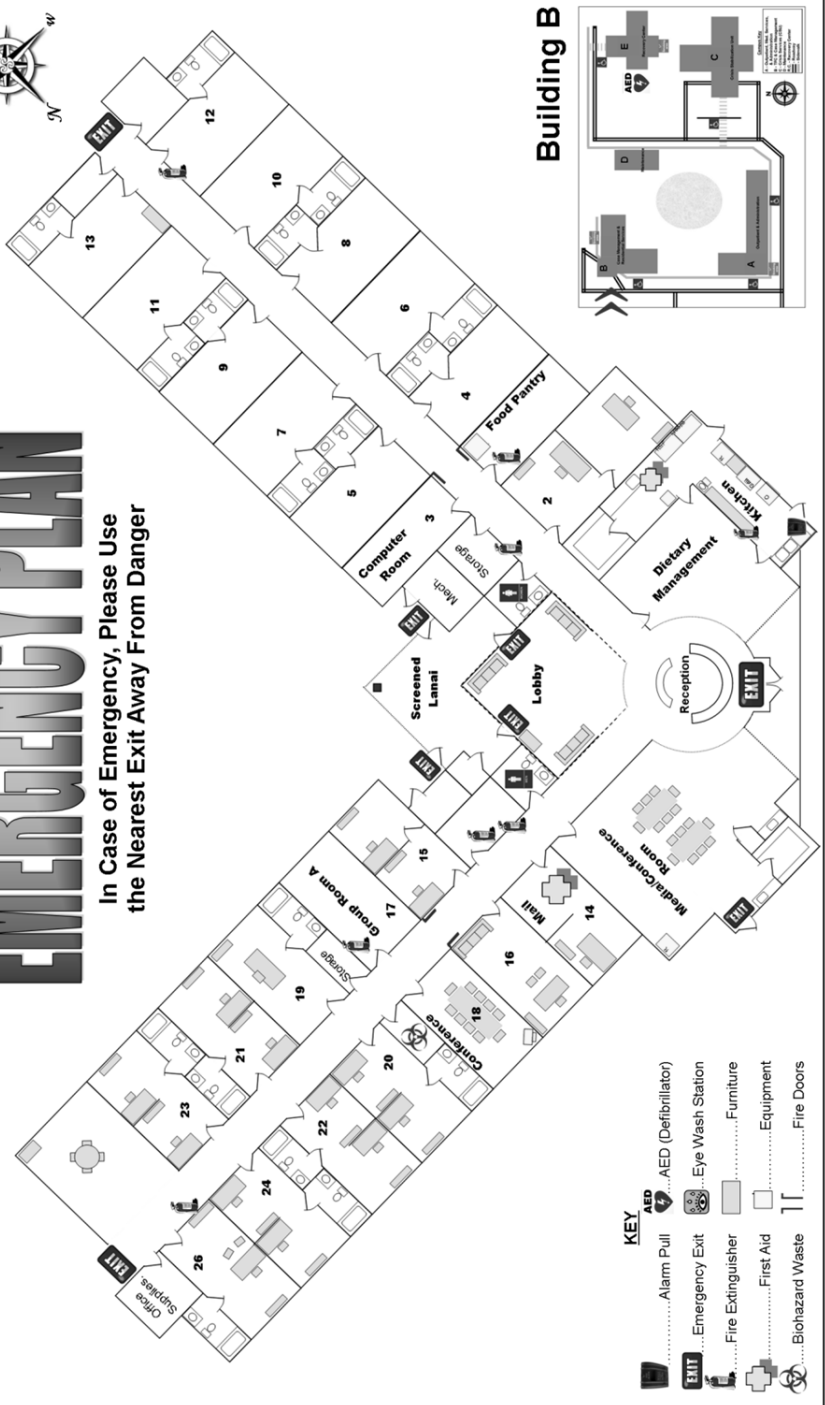


- KEY**
- AED (Defibrillator)
  - Alarm Pull
  - Emergency Exit
  - Eye Wash Station
  - Fire Extinguisher
  - First Aid
  - Biohazard Waste
  - Furniture
  - Equipment
  - Fire Doors

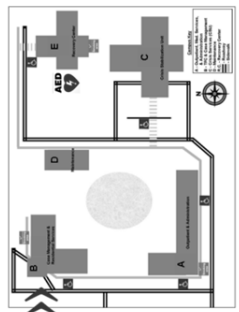


# EMERGENCY PLAN

In Case of Emergency, Please Use  
the Nearest Exit Away From Danger



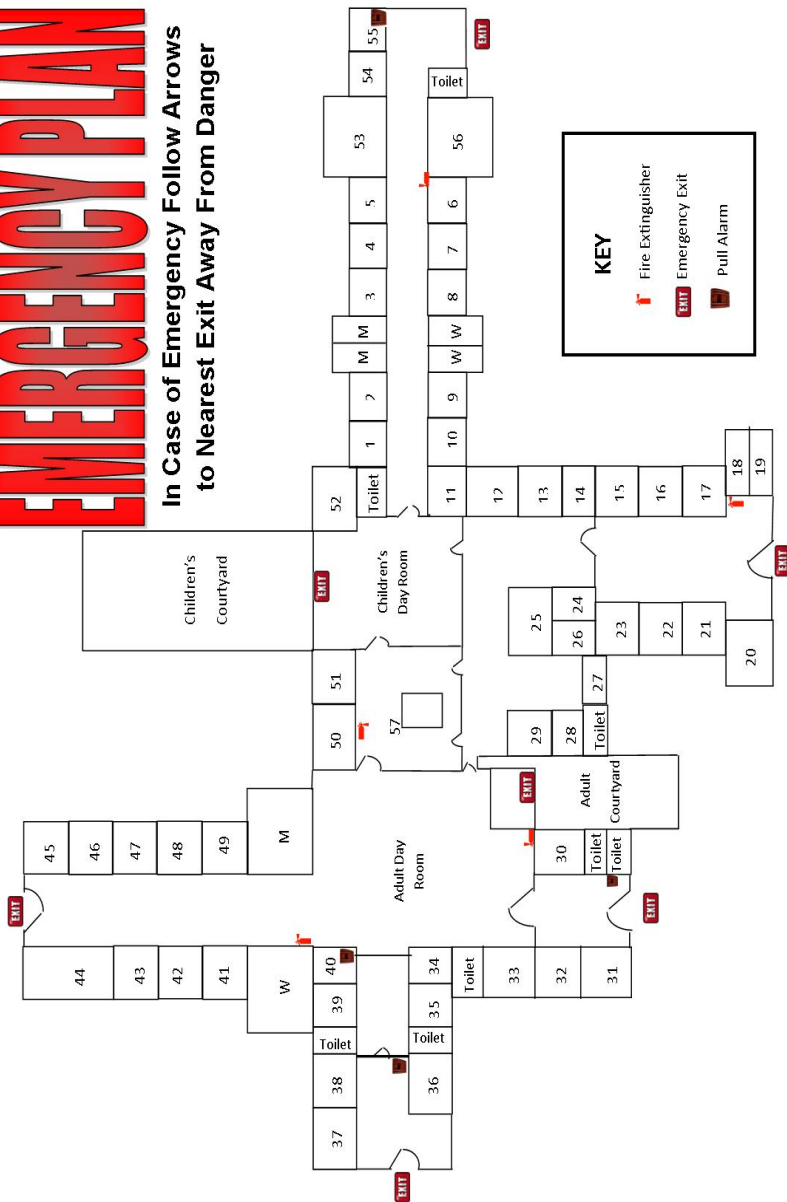
Building B



- KEY**
- Alarm Pull
  - Emergency Exit
  - Fire Extinguisher
  - First Aid
  - Biohazard Waste
  - AED (Defibrillator)
  - Eye Wash Station
  - Furniture
  - Equipment
  - Fire Doors

# EMERGENCY PLAN

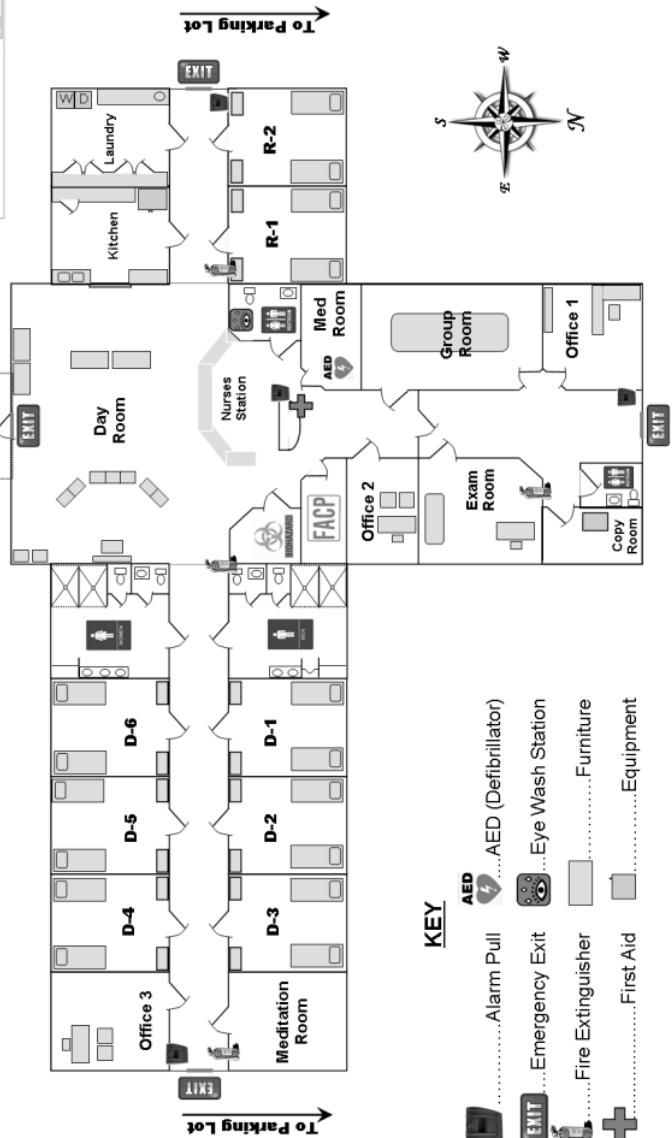
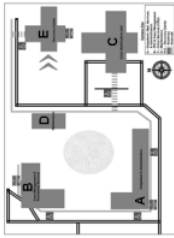
In Case of Emergency Follow Arrows  
to Nearest Exit Away From Danger



## EMERGENCY PLAN

In Case of Emergency Please Use the  
Nearest Exit Away From Danger

### Recovery Center Building E



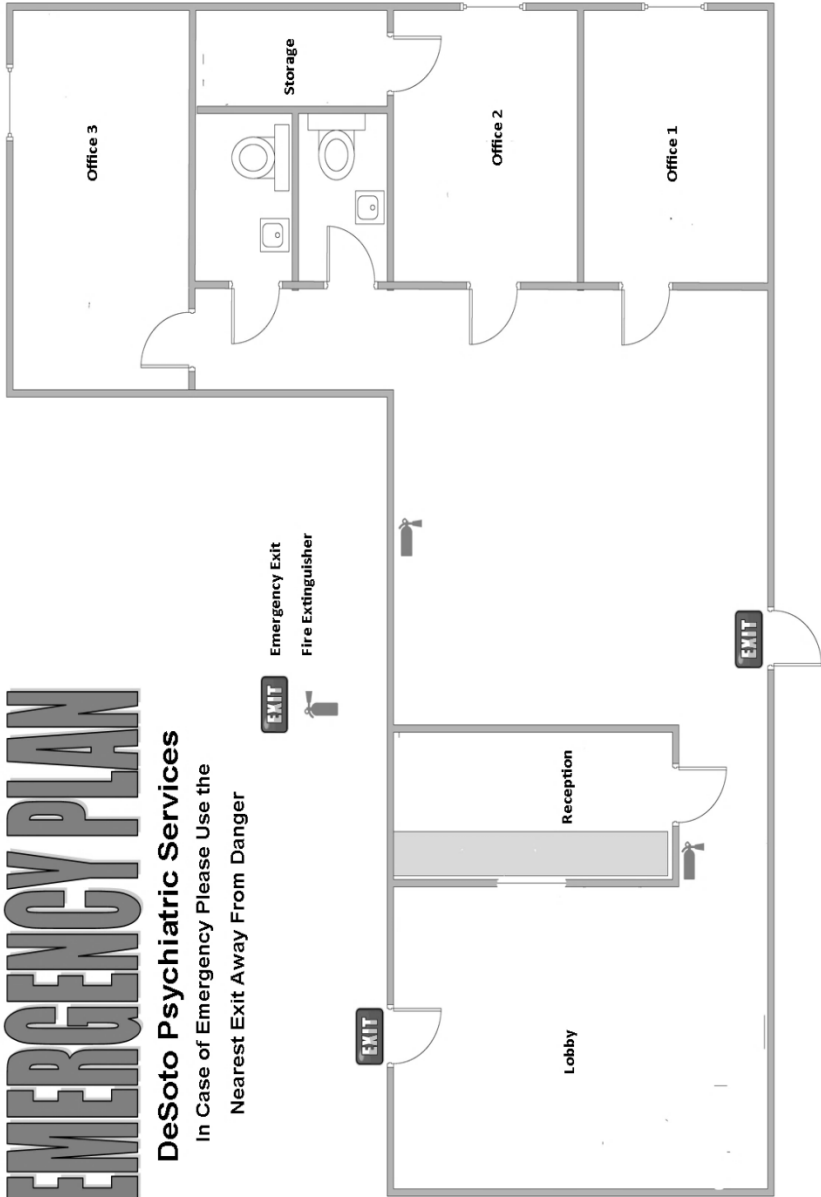




**From Port Charlotte –** Head **southeast** on **US 41 Tamiami Trail**, Turn left onto **Kings Hwy**, Continue on **Kings Hwy**(19.2mi). Turn Right onto **FL-72 East** to Arcadia (4.8 mi). Turn right onto **FL-70 E** (2.0mi). Turn left onto **Brevard Ave.** (0.7mi). Turn Right onto **E Gibson St** (0.1mi). Turn Left onto **N Mills Ave.** (.04mi)

**From I-75 –** Take exit 170 onto **Kings Hwy**. , Continue on **Kings Hwy**(19.2mi). Turn Right onto **FL-72 East** to Arcadia (4.8 mi). Turn right onto **FL-70 E** (2.0mi). Turn left onto **Brevard Ave.** (0.7mi). Turn Right onto **E Gibson St** (0.1mi). Turn Left onto **N Mills Ave.** (.04mi)





# EMERGENCY PLAN

## DeSoto Psychiatric Services

In Case of Emergency Please Use the

Nearest Exit Away From Danger



**S.H.A.R.E. SPOT**

1700 Education Avenue, Bldg. B  
Punta Gorda, FL 33950  
941-347-6411



**From Port Charlotte** – Head **southeast** on **Cross St./US-41**. Continue on **Carmalita St.** (0.9mi). Turn right at **Education Ave.** (0.4mi)

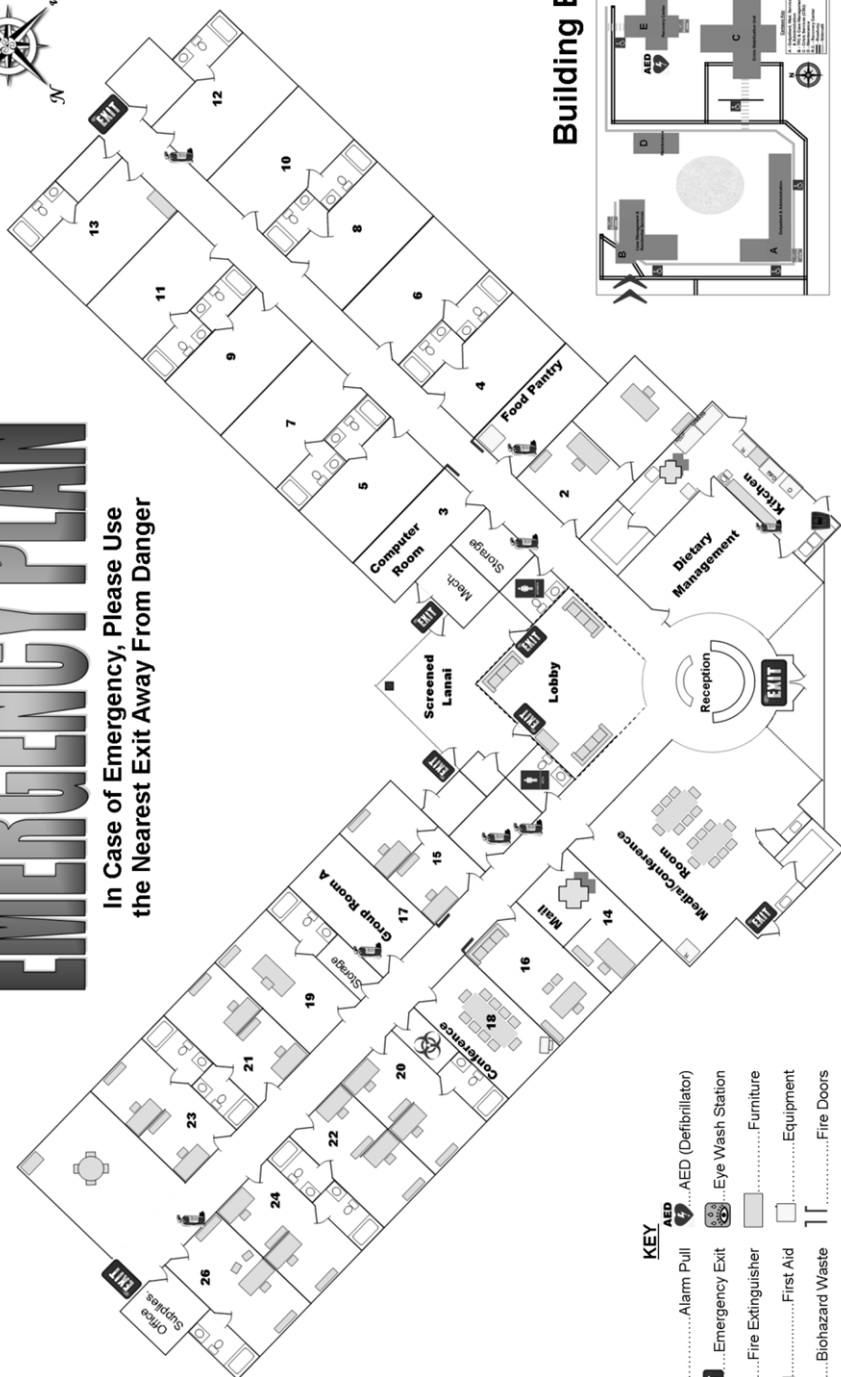
**From Ft. Myers** – Turn right onto **Airport Rd.** (0.8mi). Turn left onto **SR-765A/Taylor Rd.** (33 ft.). Turn right at **Education Ave.** (0.4mi)

**From South I-75** – Take exit 161 toward **Punta Gorda**. Turn left at exit. Turn left on **Taylor Rd.** Turn right at **Education Ave.** (0.5mi).

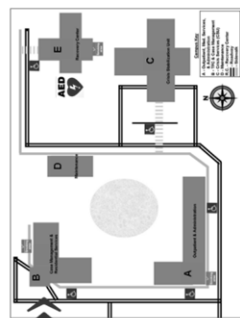
**From North I-75** – Keep left at fork. Head towards **Punta Gorda** (417 ft.). Turn left at **Jones Loop Rd./SR-768** (0.6mi). Turn right at **SR-765/Taylor Rd.** (2.0mi). Turn right at **Education Ave.** (0.4mi).

# EMERGENCY PLAN

In Case of Emergency, Please Use  
the Nearest Exit Away From Danger



Building B



- KEY**
- Alarm Pull
  - AED (Defibrillator)
  - Eye Wash Station
  - Fire Extinguisher
  - Furniture
  - Equipment
  - First Aid
  - Biohazard Waste
  - Fire Doors



<https://www.facebook.com/charlottebehavioralhealthcare>

<https://www.facebook.com/pages/DeSoto-Psychiatric-Services/580259745433301?ref=hl>

<https://www.facebook.com/northsidepsychiatricservices?fref=ts>



<https://twitter.com/cbhcfi>



[https://www.linkedin.com/company/charlotte-behavioral-health-care?trk=nav\\_account\\_sub\\_nav\\_company\\_admin](https://www.linkedin.com/company/charlotte-behavioral-health-care?trk=nav_account_sub_nav_company_admin)



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<https://www.youtube.com/channel/UC-t1eGh0SeR7Nifj20OKyUg>

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*This booklet has been provided to you by **Charlotte Behavioral Health Care**, to meet both Florida State and Federal Guidelines, and contains information pertinent to your treatment and/or the treatment of your loved one.*

*If you have any questions regarding the content, please contact your service provider for clarification or you may speak to Quality Management personnel at (941) 639-8300 extensions 2262 or 2310.*

*This publication is routinely revised to meet changing guidelines. If you have had your copy for more than a year, please ask any staff member for the most recent version.*

# NOTES



# NOTES



# NOTES



You can also find this book at [www.cbhcfi.org](http://www.cbhcfi.org)

