



# New Patient Orientation

# Access to Care at Bridgeway Center

- Once you complete this orientation, you will participate in a brief assessment with a Licensed Practitioner through Telehealth video conferencing.
- The Licensed Practitioner will make a recommendation for services.
- Timelines for scheduling appointments for recommended services depends on provider availability.

# Patient & Family Handbook

- This is an important resource for information regarding your rights and guidelines while receiving services from Bridgeway Center, Inc.
- Please sign receipt of your handbook and keep it for your records.

# Your rights while seeking or receiving services.

- Everyone has the right to be treated with dignity and respect, as well as receive excellent care.
- BCI will make every effort to ensure that the rights of everyone seeking or receiving services are not violated.
- **Your rights include:**
  - Right to being treated with dignity and respect
  - Right to privacy
  - Right to file a complaint without fear of retaliation
- Please review your patient handbook for a complete list of your patient rights

# Telehealth Services

- Telehealth Services is the use of technology, including audio, video, or data communications, to conduct treatment.
- When receiving Telehealth Services, you have the same rights to confidentiality as when receiving in-person services.
- Risks associated with Telehealth Services include but are not limited to disruption or distortion by technical failures or access by unauthorized persons. BCI will have HIPAA compliant safeguards in place to protect your confidentiality at all times.
- If after starting Telehealth Services you feel you would benefit better from in-person services, you have the right to decline Telehealth Services with no impact to your ability to receive care from BCI.
- Telehealth Services are not a good fit for every person. Your provider may recommend that you engage initially in in-person services before transitioning to Telehealth Services, or make a recommendation that in-person services be used in lieu of Telehealth Services. This will be evaluated on an individual basis.

# Privacy Practices & Confidentiality

- Your confidential information is protected from any unauthorized disclosure
- You must sign an Authorization to Release Protected Health Information before BCI will make any disclosures to a third party person or agency.
  - **Exceptions:**
    - Department of Children and Families when there is an investigation of abuse or neglect
    - Disclosure to law enforcement in an emergency situation
    - Audits or surveys from BCI's managing entity or licensure agency
- **Access to Records**
  - If you need a copy of your records, please give 7-10 business days for processing

# Complaint & Grievance Procedures

**There is no retaliation to any person who files a complaint or grievance.**

- A *complaint* is a statement that a situation is unsatisfactory or unacceptable.
- A *grievance* is a wrong that is perceived to be unjust or unfair, or believed to cause distress.
- While receiving services at BCI, you have the right to file either one of these if you are unhappy, if you feel you have been disrespected, or if you feel you have been treated in a manner that is harmful or unethical. If you encounter a problem with your care, we ask that you share with BCI in the following ways:
  - Speak with you service provider first.
  - If, after speaking with your provider, you do not feel that your concerns are addressed, you may ask to speak with a supervisor.
  - If, after speaking with a supervisor, you are still not satisfied, you may file either a complaint or a grievance.
    - To file a complaint or grievance in writing, there are forms available at any of our patient locations.
    - You may also call the complaint and grievance hotline at 314-1215.

# Patient Advocacy Information

- An advocate is a person who can provide support or guidance for a specific cause or problem. As a person receiving services at BCI, you have various advocates who can help you, depending on your need.
- Your patient handbook has the contact information for many local advocates, including:
  - Disability Rights of Florida
  - Department of Children and Families Abuse Registry
  - Okaloosa Walton Mental Health Association Ombudsman
  - Big Bend Community Based Care (BCI's Managing Entity)



# Financial Policies

- BCI will only collect financial information from you in order to determine coverage and payer coverage for your services.
- BCI staff will provide screening for sliding scale eligibility upon admission for all persons seeking services, or when someone receiving services reports a change in coverage.
- Payment for all services is expected at the time they are rendered, including insurance deductible and estimated co-payments. Payments may be made with cash, credit card, or debit card.

# Abuse Reporting Procedures

- While every person has a responsibility to report suspected abuse or neglect, **all staff at BCI are mandated reporters.** Our staff are required by Florida Statute to submit an abuse report for any suspicion or reported abuse, neglect, or exploitation of a child or vulnerable adult. Abuse reports are confidential and the contents of such, including date of report and name of reporter, cannot be divulged to anyone who does not work for the Department of Children and Families.
- Please see your patient handbook for information on how to file a report of abuse or neglect.

# Mental Health Advance Directives

- A Mental Health Care Advance Directive is a document in which you give instructions about your mental health care if, in the future, you cannot speak for yourself. You can give someone your power (your “agent” or “proxy”) to make decisions for you. You can also give them instructions about the kind of care you do or do not want.
- A Mental Health Care Advance Directive helps you keep control over mental health care decisions that are important to you. In your Mental Health Care Advance Directive, you state your wishes about your care, including decisions about treatment, and choose a person to make and communicate these decisions for you.
- Someone from our case management or doctor services programs can assist you in completing a Mental Health Advance Directive if you would like to create one.

# Legal Guardianship Guidelines

- We understand that there are instances where someone who is not the legal guardian or custodian of a minor child or vulnerable adult may bring that person to BCI for services.
- BCI must be able to verify that the person who will be signing consent for the minor child or vulnerable adult has the legal authority to do so.
  - Examples:
    - Health Care Proxy
    - Health Care Surrogate
    - Durable or Specific Power of Attorney
    - Court Order granting plenary guardianship
    - Court Order stating the primary guardian of a person adjudicated as incompetent
    - For minors, a Shelter Petition/Order that is signed by a judge and names the custodian of the child(ren).
- If you need assistance with determining if a document is valid, please ask a staff member. We can advise which forms to use and can help you with getting the forms notarized.

# Consent for Electronic Communication and Survey

- Bridgeway Center, Inc. can provide electronic reminder notifications for upcoming appointments including phone calls, text messages, and email.
- You can also choose to receive your patient satisfaction survey via text message or email.
- If you choose to have an electronic courtesy reminder, you will sign consent to this when you provide your contact information.
- If, at any time after consenting to an electronic communication or survey, you wish to revoke that authorization, you may do so without retaliation or impact your treatment or access to services. Please speak with any staff member to revoke this authorization.

# Voter Registration Information

As a person seeking or receiving services at BCI, you have access to assistance in regards to your registration to vote if you are of legal voting age and eligible to vote.

BCI staff can assist you with creating your initial registration and requesting changes to your existing registration.

# Deaf and Hard of Hearing Rights and Procedures

As a person receiving services at BCI, you have rights and access to services that can assist you in your treatment if you are Deaf or Hard of Hearing. Our staff will complete additional screening for these services during admission and you will have the opportunity to request specific needs.

# Infection Control and HIV/AIDS Information

BCI will never discriminate against you or refuse you treatment because of any contagious diseases.

We offer testing and education on HIV/AIDS. Please ask any BCI staff about testing or services.



# Emergency Medical Treatment Procedures

- If you experience a medical emergency while on BCI property:
  - BCI staff are certified in American Red Cross First Aid and CPR techniques
  - Emergency Medical Services will be called to assist you
  - Your emergency contact will be called
    - Providing the name and phone number of an emergency contact implies consent that we disclose your name and presence at one of our facilities in the event of an emergency.
- Pursuant to BCI policies, at no time will any person seeking or receiving services be placed in involuntary seclusion or restraint.
- In the event that a person served or seeking services may be harmed or may harm others, de-escalation techniques are to be used and Law Enforcement is to be summoned

# Psychiatric Appointment Procedures

- If you are here to see a Behavioral Wellness Clinic practitioner, please sign a Release of Information to obtain records needed for BCI prescribers.
- If you are scheduled with a Behavioral Wellness Clinic practitioner, **you must confirm your scheduled appointment no later than 2:00pm the business day before an Initial Psychiatric Evaluation or your appointment will be cancelled.**
- Confirmation can be done by :
  - Calling the Customer Access desk directly, or
  - Responding to the electronic communication reminder

# Medication Policies

Minors must be accompanied by a parent or legal guardian for medications to be prescribed.

Please note: Behavioral Wellness Clinic practitioners are prohibited by policy from writing prescriptions for the following:

- Xanax
- Restoril
- Valium
- Ambien
- Klonopin
- Medical Marijuana or any Cannabis Products
- Ativan

# Coordination of Care- Adults

Please complete a release if:

- You have a primary care provider or a specialist (for example, cardiologist.)
- You have ever taken medications for a mental health condition
- You have ever received inpatient treatment for a mental health condition
- You were just released from inpatient treatment

# Post Hospital Discharge Appointment

If you are seeking services after an inpatient hospitalization, please sign a release so that we can obtain your hospital records. This is important to ensure your prescriber has accurate records to help determine your care.

# Coordination of Care- Children

- In an effort to provide comprehensive care for your child, we encourage you to sign a release for the school system that they attend.
  - This gives us the ability to communicate with their teachers to gather information, as well as provide input to any Individual Education Plan (IEP) meetings as needed.
- We also encourage you to sign a release for your child's primary care physician so that we can communicate with them about your child's treatment

# **NO-NOTICE ADMINISTRATIVE DISCHARGE FROM SERVICES**

Regular and active participation in Behavioral Healthcare Treatment is a vital component of achieving positive life outcomes.

You will be administratively discharged from services, without further notice, if your Healthcare Provider observes that you are not participating in services.

The following schedule will be applied for no notice Administrative Discharges:

- **30 Days – Group Therapy**
- **60 Days - Individual Therapy**
- **150 Days – Psychiatric Medication Services**

# Discharge Planning

If for some reason you discontinue services abruptly without planning your discharge with your provider, you are encouraged to do the following:

- Seek support through local consumer support groups
  - Information can be obtained through the Mental Health Association by calling (850) 244-1040
- Utilize the local Services Information Line by dialing 2-1-1
- Speak with your primary care provider to seek additional behavioral health support
- Go to the nearest emergency room if you experience any thoughts of hurting yourself or others.
- If you desire to re-engage in treatment please call to schedule an administrative intake to resume services.
  - **850-833-7500 in Fort Walton Beach**
  - **850-689-7810 in Crestview**



# Thank you!

Please ensure that you sign acknowledging completion of orientation to continue into services.