



Access to Counseling

# *Participant Handbook*

3033 NW 63<sup>rd</sup> Street, Suite #100

Oklahoma City, OK 73116

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[www.access2counseling.com](http://www.access2counseling.com)

Access to Counseling's mission is to provide community-based programs that enable people to meet the challenges of life through counseling, support and follow-up.

Updated January 2020 by WTL

## Your Counselor:

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**Name**

**Phone**

## Your Case Manager:

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**Name**

**Phone**

**Should you wish to speak with our offices, you are always welcome to contact any of the following:**

Ginny Starr, M.A., LPC, Clinical Director

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## **Welcome**

We believe that you should have access to the best possible service within your own community. The information in this guide is meant to help you as you begin services with our agency. While the information in the handbook is helpful, it can also be difficult to read at times. We encourage you to contact the office any time if you

need assistance clarifying any information located within this handbook. The handbook contains not only information about our agency's practices and procedures, but has a family community resource listing for you to use to access resources within the community you may need. If you locate a resource within this guide that you feel would be helpful, but aren't quite sure how to access that resource, your Case Manager would be more than happy to assist you. We hope this guide will answer some of your questions regarding our services. Welcome!

## **What is Access to Counseling?**

Access to Counseling is a private agency, under the corporate ownership of Generations Community Services, that provides counseling and other mental health services to a wide variety of people within the community. The agency is committed to a high level of practice and only hires professionals.

Access to Counseling utilizes a person-centered approach in assisting people in realizing their needs, wants, and ideas. The person-centered approach views the client as their own best authority on their own experience, and it views the client as being fully capable of fulfilling their own potential for growth. It recognizes, however, that achieving potential requires favorable conditions and that under adverse conditions, individuals may well not grow and develop in the ways that they otherwise could. When individuals are denied acceptance and positive regard from others — or when that positive regard is made conditional upon the individual behaving in particular ways — they may begin to lose touch with what their own experience means for them, and their innate tendency to grow in a direction consistent with that meaning may be stifled.

## **What services are offered by Access to Counseling?**

- Screening and Assessment
- Crisis Intervention

- Individual and/or Family Counseling
- Prevention/Education
- Alcohol/Drug Counseling and Referral
- Case Management
- Psychosocial Rehabilitation (aka “Rehab”) Services
- Psychological Evaluation
- Other Referrals (as needed)

## **Benefits of Good Mental Health**

Just as physical fitness helps our bodies to stay strong, mental fitness helps us to achieve and sustain a state of good mental health. When we are mentally healthy, we enjoy our life and environment, and the people in it. We can be creative, learn, try new things, and take risks. We are better able to cope with difficult times in our personal and professional lives. We feel the sadness and anger that can come with the death of a loved one, a job loss or relationship problems and other difficult events, but in time, we are able to get on with and enjoy our lives once again.

Nurturing our mental health can also help us combat or prevent the mental health problems that are sometimes associated with a chronic physical illness. In some cases, it can prevent the onset or relapse of a physical or mental illness. Managing stress well, for instance, can have a positive impact on heart disease.

Chances are, you are already taking steps to sustain your mental health, as well as your physical health – you just might not realize it.

Three important ways to improve your mental fitness are to get physical, eat right, and take control of stress.

## **Get Up and Get Active**

We’ve known for a long time about the benefits of exercise as a

proactive way to enhance our physical condition and combat disease; now, exercise is recognized as an essential element in building and maintaining mental fitness.

So, if you already do exercise of some kind, give yourself two pats on the back – you're improving your physical and mental fitness.

Exercise has many psychological benefits. For example:

- Physical activity is increasingly becoming part of the prescription for the treatment of depression and anxiety. Exercise alone is not a cure, but it does have a positive impact.
- Research has found that regular physical activity appears as effective as psychotherapy for treating mild to moderate depression. Therapists also report that patients who exercise regularly simply feel better and are less likely to overeat or abuse alcohol and drugs.
- Exercise can reduce anxiety. Many studies have come to this conclusion. People who exercise report feeling less stressed or nervous. Even five minutes of aerobic exercise (exercise which requires oxygen, such as a step class, swimming, walking) can stimulate anti-anxiety effects.
- Physical exercise helps to counteract the withdrawal, inactivity and feelings of hopelessness that characterize depression. Studies show that both aerobic and anaerobic exercise (exercise which does not require oxygen, such as weightlifting) have anti-depressive effects.
- Moods such as tension, fatigue, anger and vigor are all positively affected by exercise.
- Exercising can improve the way you perceive your physical condition, athletic abilities and body image. Enhanced self-esteem is another benefit.
- Last, but not least, exercise brings you into contact with other people in a non-clinical, positive environment. For the length of your walk or workout or aqua-fit class, you engage with people who share your interest in that activity.

## **Feel the Rush**

We may not realize what caused it, but most of us have felt it. Whether we're engaged in a leisurely swim or an adrenaline-charged rock climb, there is that moment when suddenly pain or discomfort drops away and we are filled with a sense of intense excitement or happiness known as euphoria.

We have endorphins to thank for these moments of bliss. Endorphins are chemicals produced in the brain, which bind to neuro-receptors to give relief from pain.

Discovered in 1975, the role of endorphins is still being studied. They are believed to: relieve pain; enhance the immune system; reduce stress; and delay the aging process. Exercise stimulates the release of endorphins, sending these depression-fighting, contentment-building chemicals throughout the body. No wonder we feel good after a workout or brisk walk!

Endorphin release varies from person to person; some people will feel an endorphin rush, or second wind, after jogging for 10 minutes. Others will jog for half an hour before their second wind kicks in.

You don't have to exercise vigorously to stimulate endorphin release: meditation, acupuncture, massage therapy, even eating spicy food or breathing deeply – these all cause your body to produce endorphins naturally. So enjoy some moderate exercise and feel the endorphins rush!

## **Eat Right**

Here's some food for thought – Making the right nutritional choices can affect more than the fit of our clothes; it can have an impact on our mental health.

A study by the UK's Mental Health Foundation suggests that poor diet has played a role in the significant increase in mental health problems over the past 50 years.

The trend away from eating less fresh produce and consuming more saturated fats and sugars, including substances like pesticides, additives and trans-fats, can prevent the brain from functioning properly, says the Feeding Minds study. It makes a persuasive link between changing food fads and increases in Attention Deficit Hyperactivity Disorder, Alzheimer's disease and schizophrenia.

The message is not a new one, but it is perhaps the most forceful argument yet for paying more attention to the nutrition-mental health connection. What we put on our plates becomes the raw material for our brains to manufacture hormones and neurotransmitters – chemical substances that control our sleep, mood and behavior. If we shortchange the brain, we also shortchange our intellectual and emotional potential.

Our diet also supplies the vitamins which our bodies cannot create, and which we need to help speed up the chemical processes that we need for survival and brain function. Vitamin deficiencies sometimes manifest themselves as depression and can cause mood swings, anxiety and agitation, as well as a host of physical problems.

Mental health professionals point out that good eating habits are vital for people wanting to optimize the effectiveness of and cope with possible side effects of medications used to treat mental illnesses.

Clearly, selecting which foods to eat has consequences beyond immediate taste bud satisfaction. To optimize our brain function, we need to eat a balanced diet of:

- Fresh fruits and vegetables
- Foods high in omega-3 fatty acids (fish, nuts, seeds and eggs)

- Protein
- Whole grains

## **Take Control of Stress**

Stress is a fact of life. No matter how much we might long for a stress-free existence, the fact is, stress is necessary. It's how we respond to stress that can negatively affect our lives.

Stress is defined as any change that we must adapt to. This includes difficult life events (bereavement, illness) and positive ones. Getting a new job or going on vacation are certainly perceived to be happy occurrences, but they, too, are changes, also known as stress, that require some adaptation.

Learning to effectively cope with stress can ease our bodies and our minds. Meditation and other relaxation methods, exercise, visualization are all helpful techniques for reducing the negative impact of stress. Stress can be beneficial – in moderation. That's because short episodes of stress trigger chemicals that improve memory, increase energy levels and enhance alertness and productivity. But chronic stress has debilitating effects on our overall health. Physically, it can contribute to migraines, ulcers, muscle tension and fatigue. Canadian researchers found that chronic stress more than doubled the risk of heart attacks.

Persistent stress also affects us emotionally and intellectually, and can cause:

- Decreased concentration and memory
- Confusion
- Loss of sense of humor
- Anxiety
- Anger
- Irritability
- Fear



The link between stress and mental illness has yet to be fully understood, but it is known that stress can negatively affect an episode of mental illness.

## **Managing Stress**

First, it's important to recognize the source(s) of your stress. Events such as the death of a loved one, starting a new job or moving to a new house are certainly stressful.

However, much of our stress comes from within us. How we interpret things – a conversation, a performance review, even a look – determines whether something becomes a stressor. Negative self-talk, where we focus on self-criticism and pessimistic over-analysis, can turn an innocent remark into a major source of stress.

Understanding where your stress originates can help you decide on a course of action. External stressors, like bereavement or career changes, can be managed over time and with the support of family and friends. Internal stressors, caused by our own negative interpretation, require changes in attitude and behavior.

The goal of managing stress is to cue the “relaxation response”. This is the physiological and psychological calming process our body goes through when we perceive that the danger, or stressful event, has passed.

Here are some tips for triggering the relaxation response:

- **Learn relaxation techniques** – Practicing meditation or breathing awareness every day can relieve chronic stress and realign your outlook in a more positive way. Good breathing habits alone can improve both your psychological and physical well-being.

- **Set realistic goals** – Learning to say no is essential for some people. Assess your schedule and identify tasks or activities that you can or should let go. Don't automatically volunteer to do something until you've considered whether it is feasible and healthy for you to do so.
- **Exercise** – You don't have to train for a marathon, but regular, moderate exercise helps ease tension, improves sleep and self-esteem. Making exercise a habit is key.
- **Enjoy yourself** – Taking the time for a favorite hobby is a great way of connecting with and nurturing your creative self.
- **Visualization** – Athletes achieve results by picturing themselves crossing the finish line first. Use the same technique to practice "seeing" yourself succeed in whatever situation is uppermost in your mind.
- **Maintain a healthy lifestyle** – A good diet is often the first thing to go when we're feeling stressed. Making a meal instead of buying one ready-made may seem like a challenge, but it will be probably cheaper and certainly better for you and the simple action of doing something good for yourself can soothe stressful feelings.
- **Talk about it** – Sharing your troubles with a friend may help you to put things in perspective and to feel that you're not alone. You may also learn some other ways to manage stress effectively.

## **Client Rights and Responsibilities**

### **As a client of Access to Counseling, you have the right to:**

450:15-3-27. Synopsis of the bill of rights

(a) The synopsis in (b) of this Section shall be used when an abbreviated format of OAC 450:15-3-6 through 450:15-3-25 is used to supply a consumer or others with an overview of the bill of rights. The Synopsis of the bill of rights shall not substitute for, or

replace a facility's obligation to abide by the full listing of rights cited in this Title. A copy of the synopsis shall be prominently posted in each consumer treatment unit and in consumer admissions, visiting and public areas.

(b) Facilities with physical custody of a consumer or where consumers remain for round-the-clock support or care, or where the facility has immediate control over the setting where a

consumer resides, shall support and protect the fundamental human, civil, and constitutional rights of the individual consumer. Each consumer has the right to be treated with respect and dignity and will be provided the synopsis of the Bill of Rights as listed below.

- (1) Each consumer shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law.
- (2) Each consumer has the right to receive services suited to his or her condition in a safe, sanitary and humane treatment environment regardless of race, religion, gender, ethnicity, age, degree of disability, handicapping condition, or sexual orientation.
- (3) Each consumer, on admission, shall have the absolute right to private uncensored communication with persons of his/her choice by phone or mail, at the facility's expense if the consumer is indigent, and by personal visit.
- (4) Each consumer retains the right of confidential communication with persons of his/her choice. A consumer's right to contact the ODMHSAS Advocate's Office, Inspector General's Office, their attorney, personal physician, or clergy shall not be limited by the facility.
- (5) Each consumer is entitled to uncensored private communication (letter, telephone, personal visits); such letters or copies of letters shall not be kept in consumer treatment records.
- (6) No consumer shall be subject to maltreatment or otherwise abused by staff, visitors, or other consumers.
- (7) Each consumer shall receive treatment in the least restrictive environment and have the maximum freedom of movement consistent with his or her clinical condition and legal status.
- (8) Each consumer shall have easy access to his or her personal funds deposited with the finance office, and shall be entitled to an accounting.
- (9) Each consumer may have his or her own clothing and other personal possessions.
- (10) Each consumer shall have the right to practice his or her religious belief and be accorded the opportunity for religious worship. No consumer shall be coerced into engaging in or refraining from any religious activity, practice, or belief.
- (11) Each consumer legally entitled to vote shall be assisted to register and vote when they so request.
- (12) Each consumer shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. A consumer shall participate in his or her treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged for those consumers adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. Additionally, each consumer shall have the right to the following:
  - (A) Allow the guardian of the consumer and/or another individual of the consumer's choice to participate in the consumer's treatment and with the consumer's consent;
  - (B) To be free from unnecessary, inappropriate, or excessive treatment;
  - (C) To participate in consumer's own treatment planning;
  - (D) To receive treatment for co-occurring disorders if present;
  - (E) To not be subject to unnecessary, inappropriate, or unsafe termination from treatment; and
  - (F) To not be discharged for displaying symptoms of the consumer's disorder.
- (13) Every consumer's record shall be treated in a confidential manner.
- (14) No consumer shall be required to participate in any research project or medical experiment without his or her informed consent as defined by law. Refusal to participate shall not affect the services available to the consumer.
- (15) A consumer may voluntarily participate in work therapy and must be paid fair compensation. However, each consumer is responsible for personal housekeeping tasks

without compensation.

(16) A consumer shall have the right to assert grievances with respect to an alleged infringement on his or her rights.

(17) Consumer shall be permitted to establish and participate in a consumer committee or consumer government by unit or facility wide.

(18) A consumer being discharged shall have plans for outpatient treatment, sufficient medication, suitable clothing for the season, housing information and referral, and if consumer permits, family involvement in the plan.

(19) Each consumer has the right to request the opinion of an outside medical or psychiatric consultant at his or her own expense or a right to an internal consultation upon request at no expense.

(20) No consumer shall be retaliated against or subjected to any adverse change of conditions or treatment because the consumer asserted his or her rights.

(21) Most rights may be limited by the treatment team for therapeutic reasons, including safety of the consumer or other consumers and staff in the facility. These limitations must be documented in the clinical record, reviewed frequently, and shall not be limited for purposes of punishment, staff convenience, or in retaliation for a consumer exercising any of his/her rights.

(c) Programs providing treatment or services without the physical custody or where consumers do not remain for round-the-clock support or care, or where the facility does not have immediate control over the setting where a consumer resides, shall support and protect the fundamental human, civil, and constitutional rights of the individual consumer. Each consumer has the right to be treated with respect and dignity and will be provided the synopsis of the Bill of Rights as listed below.

(1) Each consumer shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law.

(2) Each consumer has the right to receive services suited to his or her condition in a safe, sanitary and humane treatment environment regardless of race, religion, gender, ethnicity, age, degree of disability, handicapping condition or sexual orientation.

(3) No consumer shall be neglected or sexually, physically, verbally, or otherwise abused.

(4) Each consumer shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. A consumer shall participate in his or her treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged for those consumers adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law.

Additionally, each consumer shall have the right to the following:

(A) Allow other individuals of the consumer's choice participate in the consumer's treatment and with the consumer's consent;

(B) To be free from unnecessary, inappropriate, or excessive treatment;

(C) To participate in consumer's own treatment planning;

(D) To receive treatment for co-occurring disorders if present;

(E) To not be subject to unnecessary, inappropriate, or unsafe termination from treatment; and

(F) To not be discharged for displaying symptoms of the consumer's disorder.

(5) Every consumer's record shall be treated in a confidential manner.

(6) No consumer shall be required to participate in any research project or medical experiment without his or her informed consent as defined by law. Refusal to participate shall not affect the services available to the consumer.

(7) A consumer shall have the right to assert grievances with respect to an alleged infringement on his or her rights.

(8) Each consumer has the right to request the opinion of an outside medical or psychiatric

consultant at his or her own expense or a right to an internal consultation upon request at no expense.

(9) No consumer shall be retaliated against or subjected to any adverse change of conditions or treatment because the consumer asserted his or her rights.

(d) Each affected facility and program shall have written policy and implementing procedures, and shall provide documented staff training to insure the implementation of each and every consumer right stated in this Chapter.

(e) Each affected facility and program shall have written policy and implementing procedures to insure each consumer enjoys, and has explained to him or her, these rights, and these rights are visibly posted in both consumer and public areas of the facility.

(f) The ODMHSAS Office of Consumer Advocacy and the ODMHSAS Office of the Inspector General, in any investigation or monitoring shall have access to consumer, facility or program records and staff as set forth in this Chapter.

(g) All facilities that are certified by, operated by, or contracted with the Department shall post the contact information for the ODMHSAS Office of Inspector General and ODMHSAS Office of Consumer Advocacy prominently in each consumer treatment unit and in consumer admissions, visiting and public areas.

## **Treatment Advocate**

### **450:15--3--28. Right to name a Treatment Advocate**

- (a) All adult mental health consumers being served by a licensed mental health professional shall be informed by the LMHP or the mental health treatment facility that the consumer has the right to designate a family member or other concerned individual as a treatment advocate. The program shall have written policies and procedures ensuring this provision.
- (b) The consumer shall not be coerced, directly or indirectly, into naming or not naming a Treatment Advocate or choice of Treatment Advocate or level of involvement of the Treatment Advocate. Any individual so designated shall at all times act in the best interests of the consumer and comply with all conditions of confidentiality.
- (c) No limitation may be imposed on a consumer's right to communicate by phone, mail or visitation with his or her Treatment Advocate, except to the extent that reasonable times and places may be established.
- (d) The Treatment Advocate may participate in the treatment planning and discharge planning of the person being served to the extent consented to by the consumer and permitted by law.
- (e) The consumer and Treatment Advocate shall be notified of treatment and discharge planning meetings at least 24 hours in advance.
- (f) All LMHPs or mental health treatment facilities shall use a Treatment Advocate Designation form which will minimally include:
  - (1) the consumer's choice to name or not name a Treatment Advocate;
  - (2) identify any specifically named person;
  - (3) indicate the level of involvement the identified Treatment Advocate shall have.
  - (4) a space where the Treatment Advocate will indicate his or her intention of serving according to the consumer's specifications;
  - (5) an agreement that the Treatment Advocate will comply with all standards of confidentiality; and
  - (6) both the signature of the consumer and the Treatment Advocate.

- (g) Verbal confirmation of the written information proposed in the form shall be permitted until such time as the Treatment Advocate can be present to sign the designated form.
- (h) The consumer may change or revoke the designation of a treatment advocate at any time and for any reason.
- (i) A copy of the completed form shall be given to the consumer and the treatment advocate. The original shall be maintained in the consumer's record.
- (j) The Treatment Advocate form shall be reviewed with the consumer at each point of treatment planning and treatment planning review to afford the consumer an opportunity for review and amendment.

## **Client Satisfaction**

Access to Counseling has implemented confidential routine surveys during treatment and follow up surveys during the year following treatment. These surveys allow Access to Counseling to access your opinion, suggestions and input on how services have been provided and could be improved. Follow up surveys will allow Access to Counseling to check on how you are doing at the end of treatment and will assist in measurement of the effectiveness and efficiency of Access to Counseling's programs.

Treatment does not depend on your agreement to participate in random surveys. Participation is strictly voluntary and you are free to withdraw or decline at any time.

## **Assessment**

Access to Counseling must complete an assessment on each new person who receives services from the agency. The assessment was created to gather background information on you and your family that could be important to know (such as allergies or medical conditions) and could be used during treatment services (such as history, current stressors, etc.). The assessment process occurs in the beginning of the services, but the therapist will continually assess the needs of you and your family while receiving services.

## **Treatment Planning**

Access to Counseling must complete a treatment plan as a best practice. The person-centered treatment planning process is for

you to guide the way that your treatment is going to be provided. It allows you to list your problems, needs, goals and objectives in terms that you can understand and in ways that the therapist can help you meet your personal goals. The treatment plan is submitted to your insurance company, if applicable, when services are requested and generally must be completed at a minimum of every six months. Changes to your treatment can be made at any time as services progress and there is a need for changes.

## **Discharge**

The transition to discharge begins at the first session when you meet your therapist and complete the assessment. While the agency wants to be able to help you achieve your goals, we don't expect for you to be in therapy longer than is needed. The therapist will continue to work on your discharge plan with you as treatment progresses so that when the time comes, you are prepared for discharge and any referrals to other services that you may need are provided. You may discharge from the agency at any time, but when possible, we ask that you work with your therapist to complete the discharge process. The therapist will complete a discharge summary and you will be mailed a discharge survey.

## **Grievance Procedure**

The following procedure must be used by any person who is receiving services at Access to Counseling who wishes to file a grievance with the agency:

1. If you have a grievance, you may discuss the complaint with your clinician.
2. If you and your clinician are unable to agree on a solution, you may present a written grievance to Tammie Hale, Compliance Officer.
3. The Compliance Officer will discuss with you and the clinician individually, make a determination regarding your grievance and provide you with the results in writing, within fourteen (14) days of receiving your initial written grievance form.

4. If you are not satisfied with the result from Tammie Hale, you may contact the Oklahoma Health Care Authority at (405) 522-3700 if you have SoonerCare benefits. If not, please contact the organization funding your services.
5. Access to Counseling shall comply with the Oklahoma Health Care Authority's recommendation and propose resolution of the grievance within 5 working days of recommendation.
6. Grievance Forms are available at all times and can be requested via mail, your clinician or any office staff during normal office hours.

## **Advanced Directive**

An **advanced physical or mental health care directive**, also known as **living will, personal directive, advance directive, or advance decision**, is a legal document in which a person specifies what actions should be taken for their health if they are no longer able to make decisions for themselves because of illness or incapacity. In the U.S. it has a legal status, whereas in some countries it is legally persuasive without being a legal document.

A living will is one form of advanced directive, leaving instructions for treatment. Another form is a specific type of power of attorney or health care proxy, in which the person authorizes someone (an agent) to make decisions on their behalf when they are incapacitated. People are often encouraged to complete both documents to provide comprehensive guidance regarding their care.

**Tell your clinician if you'd like more information on Advanced Directives.**

## **Should I get an HIV Test?**

The following are behaviors that increase your chances of getting HIV. If you answer yes to any of them, you should definitely get an HIV test. If you continue with any of these behaviors, you should be tested every year. Talk to a health care provider about an HIV testing



schedule that is right for you.

- Have you injected drugs or steroids or shared equipment (such as needles, syringes, works) with others?
- Have you had unprotected sex?
- Have you exchanged sex for drugs or money?
- Have you been diagnosed with or treated for hepatitis, tuberculosis (TB), or a sexually transmitted disease (STD), like syphilis?
- Have you had unprotected sex with someone who could answer yes to any of the above questions?

If you have had sex with someone whose history of sex partners and/or drug use is unknown to you or if you or your partner has had many sex partners, then you have more of a chance of being infected with HIV. Both you and your new partner should get tested for HIV, and learn the results, before having sex for the first time.

For women who plan to become pregnant, testing is even more important. If a woman is infected with HIV, medical care and certain drugs given during pregnancy can lower the chance of passing HIV to her baby. All women who are pregnant should be tested during each pregnancy.

**Tell your clinician if you'd like more information on free HIV Testing and resources in your area.**

## **Who Should Get Tested for TB?**

Tuberculosis (TB) tests are generally not needed for people with a low risk of infection with TB bacteria. Certain people should be tested for TB bacteria because they are more likely to get TB disease, including:

- People who have spent time with someone who has TB disease
- People with HIV infection or another medical problem that weakens the immune system
- People who have symptoms of TB disease (fever, night sweats, cough, and weight loss)

- People from a country where TB disease is common (most countries in Latin America, the Caribbean, Africa, Asia, Eastern Europe, and Russia)
- People who live or work somewhere in the United States where TB disease is more common (homeless shelters, prison or jails, or some nursing homes)
- People who use illegal drugs

**Tell your clinician if you'd like more information on free TB Testing and resources in your area.**

### **Hours of Operation**

Access to Counseling is open Monday through Friday from 9:00am to 5:00pm, except for major Holidays.

Access to Counseling is closed on the following holidays:

- New Year's Day (January 1st)
- Martin Luther King Jr. Holiday (January)
- President's Day (February)
- Memorial Day (May)
- Independence Day (July 4th)
- Labor Day (September)
- Veteran's Day (November)
- Thanksgiving (November)
- Christmas (December 25th)

### **After Hours Emergency Services**

The clinician(s) who have been assigned to your family for services should provide you with an after-hours contact phone number in case of crisis. The following is a list of other emergency numbers that may be helpful in the event of an emergency.

- Oklahoma County Crisis Intervention Center: 405-522-8100
- Oklahoma State Mental Health Hotline: (24 hours)

800-522-9054

- Contact your local emergency room or call 911 in the event of a medical or psychiatric emergency.

## **Location**

3033 NW 63<sup>rd</sup> Street, Suite #100  
Oklahoma City, OK 73116

Access to Counseling is located in the East Building (3033) of the Jamestown Office Park located near NW 63<sup>rd</sup> & May Ave. in Northwest Oklahoma City. The office is available for services as scheduled. The office is on the first floor and is accessible to those with disabilities. Reserved parking is available on the South side of the building. The building meets all applicable accessibility requirements. A first aid kit can be found in the office's conference room.

## **What does confidentiality mean?**

It is the policy of Access to Counseling to maintain all required confidentiality rules and regulations in the protection of protected health information. Confidentiality means that no one can obtain your personal information from Access to Counseling without your written permission. It means that no one employed by Access to Counseling can tell anyone anything you say or do in counseling, but will maintain a written file kept in the agency. The same confidentiality measures apply if you participate in a group setting. While others cannot release any information about you to anyone outside the group, you are not allowed under any circumstance to release any information pertaining to a fellow group member to anyone outside of the group as well.

## **The limits of confidentiality**

There are occasions when, by law, a therapist must release your information to someone outside of the agency. The following are examples of when your information may be released without your

written permission:

- There is the presence of clear and imminent danger to you or to others around you
- An emergency exists that requires medical treatment
- You make a threat to harm yourself or someone else
- You report that you have hurt or intend to hurt your children
- You report abuse by another party

### **How much do services cost?**

At this time, Access to Counseling accepts SoonerCare/Medicaid, Aetna, BCBS, Beacon, Bright Health, HealthChoice, HealthCare Highways, TriCare/Humana, and more. Our out-of-pocket cash rate for those not utilizing an insurance is \$60.00 per 1-hour session. Out of pocket charges for Private Insurances are determined by your insurance plan's specifics – we can assist in determining your cost.

### **Seclusion and Restraint**

Access to Counseling does not engage in the use of chemical or physical restraints.

### **Service Restriction**

Access to Counseling has the right to recommend the following:

- Requiring services occur in the office as opposed to in the home
- Requiring services to occur in a public setting with a confidential area such as a local OKDHS office, etc.

### **Alcohol, Tobacco, Weapons, Illegal Drugs**

***The use of alcohol, tobacco or illegal drugs is not permitted on Access to Counseling's property.***

Weapons of any kind are not permitted on Access to Counseling's property, regardless of concealed carry permits, etc.

Persons who need to take prescription medications during program

times may carry medications in their original, appropriately labeled, containers.

## **Agency Termination**

Due to the nature of the services provided primarily being home--based, the agency must ensure protection of its employees/contractors. If you or one of your family members exhibits the following behaviors, the agency will be forced to discharge you immediately but agrees to provide you with a referral to another agency so that you may continue your care. To ensure the safety of our clinicians, those who have had services terminated as stated below will not be eligible for readmission.

- Continued verbal aggression towards staff/contractors
- Inappropriate sexual contact
- Destruction of staff or agency property
- Physical aggression towards staff
- Physical aggression towards one another during sessions when staff is present
- Uncontrolled animals in the home
- Threat of violence or harm while either in session or via the telephone
- Bringing a weapon of any kind into the agency
- Drug use in the space where sessions occur
- Drug related or gang related activity occurring in the home or in the close vicinity of the home where services occur

## **Client Input**

In addition to surveys, Access to Counseling encourages its participants to contact our Office Staff anytime for complaints/questions/compliments, etc. Participants who wish to speak with the Clinical Supervisor may provide their contact information or remain anonymous with the exception of filing grievances.

## **Code of Ethics**

Access to Counseling operates under a written Code of Ethics that all staff members, employees, and contractors of the agency must adhere to in their relationships with persons served and other stakeholders. A written copy of the code is given to all employees and/or contractors and can be requested by you in writing. Please address the written request to Wesley Taylor-Lekites, Office Manager.

## **Service Coordination and Program Planning**

After you complete the assessment process, you will be assigned to a primary therapist. The primary therapist is responsible for your service coordination. In the event of difficulty communicating with your primary therapist, please contact Wesley Taylor, Office Manager, at (405) 242-2242, extension 2.

## **HIPAA Privacy Statement**

### **NOTICE OF PRIVACY PRACTICES FOR PROTECTED HEALTH INFORMATION (PHI)**

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

This notice gives you information required by law about the duties and privacy practices of Access to Counseling, and how we may use and disclose your protected health information. "Protected Health Information" is health information created or received by your health care provider that contains information that may be used to identify you, such as demographic data, and that may relate to your past, present or future physical or mental health condition. This notice goes into effect April 14, 2003 and shall remain in effect until modified or amended.

### ***Uses and Disclosures of Protected Health Information:***

Access to Counseling will take all necessary steps to protect your health information and limit its disclosure as described in this notice. Access to Counseling may use and disclose protected health information as permitted by the rules and regulations of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and also with your consent or specific authorization. Following are categories that describe the different ways that Access to Counseling may use and disclose your protected health information. Access to Counseling will not participate in research activities requiring release of consumer confidential information without obtaining prior written informed consent for release of information from the consumer.

***For Treatment Purposes:***

Treatment purposes are defined as the provision, coordination or management of your care. An example of this would be consultations between agency staff.

***For Payment Purposes:***

Payment purposes means activities that Access to Counseling undertakes to obtain reimbursement for the mental health treatment provided to you, such as determination of insurance eligibility and coverage, obtaining authorization for services, filing of claims and other utilization review activities.

***Health Care Operations:***

Health care operations are defined as functions which facilitate the operation of this agency. For example, we may use your protected health information to review and improve the quality of care we provide, for program compliance audits, or to evaluate the competence and qualifications of our professional staff.

***With Your Authorization:***

Access to Counseling may disclose your private health information for purposes not described in this Notice or otherwise permitted by law only with your written authorization. You may revoke an authorization at any time, but only as to future uses or disclosures, and only where we have not already acted in reliance on your authorization.

***Appointment Reminders:***

We may use and disclose your protected health information to remind you about appointments. We may phone your home. If you are not home, we may leave this information on your answering machine or in a message left with the person answering the phone.

***Coroners:***

We may disclose your protected health information to coroners in connection with their investigations of death to enable them to carry out their lawful duties.

***Business Associates:***

Access to Counseling may use and disclose protected health information to third party "business associates" that perform various activities on behalf of Access to Counseling. These business associates may include the pharmacy that delivers medication, the lab that performs blood tests, representatives of the agency's independent audit firm, or other persons associated with providing services to the agency or you. Access to Counseling will have in place a written document, signed by a representative of the business associate, that contains terms and conditions that will protect the privacy of your protected health information.

***As Required by Law:***

Access to Counseling may use and disclose protected health information for purposes required by law, but only to the extent and under the circumstances provided in that law.

### ***Special Circumstances for Use and Disclosure:***

- 1. Abuse, Neglect or Exploitation:** Access to Counseling may use or disclose protected health information to a public health authority that is authorized by law to receive reports of child/adult abuse, neglect or exploitation.
- 2. Court Order:** Access to Counseling may disclose protected health information to a court of law upon the receipt of duly executed court order signed by a judge.
- 3. Reporting of a Crime or Threats Against Agency Personnel:** Access to Counseling may disclose protected health information to a law enforcement official in the reporting of a crime on the premises or against the agency or the reporting of threats against agency personnel.

### ***Your Protected Health Information Rights***

#### **You have the right**

1. To receive a paper copy of this Notice of Privacy Practices.
2. To request restrictions on certain uses and disclosures of your protected health information. This request must be made to us in writing and specify what information you want to limit and what limitations on our disclosure of the information you wish to impose. We reserve the right to accept or reject your request and will notify you of our decision.
3. To request that you receive protected health information in a specific way or at a specific location. For example, you may request that Access to Counseling send all correspondence to you at your work address rather than your home address.
4. To review and obtain a copy of you protected health information that is contained in a designated record as long as Access to Counseling maintains the protected health information, with limited exceptions defined by law. A reasonable fee may be charged for making copies. The request to review and/or obtain a copy of your protected health information must be made in writing to the agency's Compliance Officer.
5. To request that we amend your protected health information that you believe is incorrect or incomplete. The request to amend protected health information must be made in writing to the agency's Clinical Director. We are not required to change your protected health information and will provide you with an explanation if we deny your request for amendment or change.
6. To receive an accounting of disclosures made of your protected health information by Access to Counseling, unless the disclosures were pursuant to your written authorization or for the purposes of treatment, payment, or healthcare operations as described in this Notice of Privacy Practices. You have the right to receive specific information regarding disclosures that occur on or after April 14, 2003. You may request an accounting of information for up to a maximum of six years, but does not include any uses or disclosures prior to April 14, 2003.

#### ***Complaints***

If you believe your privacy rights have been violated, you may file a complaint with Access to Counseling or with the Secretary of the Department of Health and Human Services. To file a complaint with Access to Counseling Services, contact the Compliance Officer, Tammie Hale, at (405) 242-2242, extension 3. You will not be penalized for filing a complaint.

Access to Counseling reserves the right to change or amend this Notice of Privacy



Practices at any time in the future. After an amendment is made, the revised Notice of Privacy Practices will apply to all protected health information created after the amendment or change. A copy of any revised Notice of Privacy Practices will be made available to you at your next appointment following the revision.

If you would like to have a more detailed explanation of these rights, or if you would like to exercise one or more of these rights, contact the Compliance Officer, Tammie Hale.

## **OKC Metro Area Community Resources**

**Baptist Mission | 2125 Exchange Ave, Oklahoma City | 235-6162**

(children's services, general care, women's services)

**Catholic Charities | 1232 N Classen Blvd, Oklahoma City | 523-3000**

(immigration, homeless services, food pantry)

**Charity Eye Clinic | 701 NW 8<sup>th</sup> St, Oklahoma City | 236-5212**

(eye care & glasses)

**City Rescue Mission | 800 W California Ave, Oklahoma City | 232-2709**

(homeless services, basic medical care, GED training, job placement)

**COINS | 3815 N Santa Fe, Suite 122, Oklahoma City | 524-8100**

(children's services, general care, women's services)

**Community Action Agency | multiple locations | 232-0199**

(medical & eye care, seasonal programs, GED classes, tax preparation, bus passes)

**Good Shepherd Ministries | 222 NW 12th, Oklahoma City | 232-8631**

(children's services, dental, general care, women's services)

**Goodwill of Central OK | 316 S Blackwelder Ave, Oklahoma City | 236-4451**

(employment)

**Guild of St. George | 117 NW 7<sup>th</sup> St, Oklahoma City | 232-2266**

(medication assistance, food pantry)

**Healing Hands Health Care | 411 NW 11<sup>th</sup> St, Oklahoma City | 272-0476**

(children's services, general care, women's services)

**Health For Friends | 317 E Himes St, Norman | 329-4161**

(children's services, dental care, eye care & glasses, general care, women's services)

**Hope Center Health Clinic | 7 N Broadway, Edmond | 348-4680**

(children's services, general care, women's services)

**Hope Community Services | 6100 S Walker Ave, Oklahoma City | 632-1900**

(mental health and medications)

**Infant Crisis Services | 4224 N Lincoln Blvd, Oklahoma City | 528-3663**

(baby needs and supplies)

**Little Flower Clinic | 1125 S Walker Ave, Oklahoma City | 235-7055**

(bilingual English/Spanish medical care)

**Love Link Ministries | 1122 Linwood Ave, Oklahoma City | 239-6219**

(food pantry)

**Mary Mahoney Health Center | 12716 NE 36<sup>th</sup> St, Oklahoma City | 769-3301**

(children's services, general care, women's services)

**Medication Assist | 711 Stanton L Young, #700, Oklahoma City | 228-3200**  
(medication assistance)

**Ministries of Jesus | 3456 S Boulevard, Edmond | 340-7400**  
(children's services, general care, women's services)

**NAMI Oklahoma | 3812 N Santa Fe, Oklahoma City | 800-583-1264**  
(support groups and education)

**Neighborhood Service Organization | 614 NE 4th, Oklahoma City | 236-0413**  
(dental care)

**OK City/County Health Dept. | 2600 NE 63<sup>rd</sup> St, Oklahoma City | 427-8651**  
(WIC, immunizations, HIV/STD testing, TB clinic)

**OK Dept. of Human Services | multiple locations | 521-3641**  
(food stamps, Advantage, childcare assistance, other social programs)

**OK Dept. of Rehabilitative Services | 3535 NW 58<sup>th</sup> St, Oklahoma City | 800-845-8476**  
(vocational rehabilitation for the disabled)

**OK Housing Finance Authority | 100 NW 63<sup>rd</sup> St, Suite 200, Oklahoma City | 848-1144**  
(Section 8 and other housing assistance)

**Olivet Baptist Church | 1201 NW 10th, Oklahoma City | 951-2645**  
(children's services, dental, eye care & glasses, general care, women's services)

**OU School of Dentistry | 1201 Stonewall Ave, Oklahoma City | 271-6056**  
(dental care)

**Other Options | 3636 NW 51<sup>st</sup> St, Oklahoma City | 605-8020**  
(food pantry, HIV/AIDS housing)

**Planned Parenthood | multiple locations | 800-230-7526**  
(women's healthcare, HIV/STD testing)

**Project Woman | Statewide | 877-550-7465**  
(mammograms only)

**RAIN Oklahoma | 5001 N Penn Ave, Suite 100, Oklahoma City | 232-2437**  
(HIV testing, housing, education)

**St. Charles Catholic Church | 5024 N Grove, Oklahoma City | 789-2595**  
(children's services, general care, women's services)

**Skyline Urban Ministry | 500 SE 15<sup>th</sup> St, Oklahoma City | 236-5212**  
(food and clothing pantry, seasonal programs, eye care)

**Variety Care | multiple locations | 632-6688**  
(children's services, dental, general care, women's services)

# **GRIEVANCE FORM**

Date of grievance:

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Name of individual filing grievance:

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Explanation of grievance:

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Filer's signature:

Date signed:

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**Please mail completed form to:**

Access to Counseling

ATTN: Tammie Hale, Compliance Officer

3033 NW 63<sup>rd</sup> Street, Suite #100

Oklahoma City, OK 73116

Phone 405-242-2242, Fax 888-688-7013

# GRIEVANCE FORM

\*\*\*THIS SIDE FOR ACCESS TO COUNSELING’S INTERNAL USE\*\*\*

Proposed resolution:

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Compliance Officer’s Signature:

Date signed:

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## Access to Counseling - Consumer Satisfaction Survey

Date completed: \_\_\_\_\_

Area	Item	Response		
<b>Accessibility</b>	Are you able to get all of the services that you believe that you need?	Yes	No	N/A
	Are you treated with respect by the receptionist when you call or visit the office?	Yes	No	N/A
	Are your clinicians sensitive to your cultural and ethnic background?	Yes	No	N/A
	Do you feel that you can ask your clinician questions about your treatment?	Yes	No	N/A
	Were you given written information about Access to Counseling's services in the language with which you feel most comfortable?	Yes	No	N/A
<b>Efficiency</b>	Did you receive services soon after requesting help?	Yes	No	N/A
	If you requested other services, did your clinician assist you promptly?	Yes	No	N/A
<b>Effectiveness</b>	Have the services you've received helped you deal more effectively with daily problems?	Yes	No	N/A
	As a result of the services that you've received through A2C, do you feel that you are getting along better with your friends and family?	Yes	No	N/A
<b>Satisfaction</b>	If you had a friend who needed help, would you recommend Access to Counseling?	Yes	No	N/A
	Are you satisfied with the services that you've received from Access to Counseling?	Yes	No	N/A

Please leave ***anonymous*** and mail to:  
 Access to Counseling  
 3033 NW 63<sup>rd</sup> Street, Suite 100  
 Oklahoma City, OK 73116