



## **Clinical Patient Handbook**

Welcome! Resilience is an extension of REACH 907 and carries the mission to Restore, Empower, and Strengthen Alaska's at-risk youth and their families. Resilience provides mental health diagnostic assessments and therapy—individualized care with expertise in co-occurring mental and chemical health concerns, trauma, and significant barriers to personal wellness and health. We serve individuals with serious mental illness and emotional disorders such as mood disorders, trauma, and those who face complex barriers like homelessness, unemployment, or living on very low incomes.

### **Hours of Operation**

General hours of operation are Monday-Friday 9:00 AM to 5:00 PM.

**Main Office Number** 907-745-6200 **Fax Number** 907-745-6211

### **Your Rights**

You have the right to receive care suited to your needs that is respectful to you. You have the right to be informed of the benefits and risks of your treatment. You have the right to participate in planning your own treatment. You have the right to refuse services (unless a licensed clinician or doctor thinks refusing services would be harmful to you). You have the right to prompt and confidential services. You have the right to review and get copies of your records. Please complete a Record Request Form to schedule a time to review records. You have the right to exercise all rights which you are entitled to as a citizen. You have the right to remain free of physical restraints (unless we need to protect you or others). You have the right to be free of verbal and physical abuse. You have the right to informed consent, refusal of services, and outside of court ordered requests, only you can authorize REACH 907 Resilience Behavioral Health to release your information. You have the right to file a complaint/Grievance, which can be made to REACH 907 Resilience Behavioral Health or the division of Behavioral Health Alaska. If you would like a copy of your rights, please ask a staff member to print one for you.



## **Your Responsibilities**

- You should keep appointments and call if you need to reschedule.
- Be honest with your treatment team so that they can provide you with the right services needed to reach your goal.
- Call if you have any problems.
- Notify your treatment team if there is a change in your medication or of any significant changes.
- Respecting yourself and others.
- Notify staff if you feel your health/safety are at risk.

## **Our Responsibility to You**

We recognize that we have a responsibility to you and the communities we serve. We have the responsibility to honor diversity and to provide services with sensitivity to differences in race, culture, gender, language, age, religion, disability, and sexual orientation. We will be respectful and considerate of your needs and work with you to create a treatment plan that fits your individual life circumstances. We respect the dignity and worth of each individual by providing professional services with compassion and humility. We are responsible for following up with the referral sources for mandated court ordered services regardless of treatment outcome.

## **Consent to Treatment**

In order to help you, we need your permission first. There will be a “Consent to Treatment” form that you fill out, among others. This will describe how medical information about you may be used or disclosed.

## **Confidentiality**

All information given will be confidential. The only time REACH 907 Resilience Behavioral Health gives information out without written permission is when there is a medical emergency, danger to yourself or someone else or when court ordered. We do release information to insurance companies based on your authorization when you sign the HIPAA Consent to Treatment form at intake. Our agency follows HIPAA guidelines as defined by federal regulations. If you feel your confidentiality has been broken, you have the right to contact the Executive Director, Rachel Olson, at 907-745-6200. Furthermore, please understand that any information, in whatever form or format, about employees or clients of Resilience that you encounter during your visit at Resilience, is protected by Federal State law and therefore must be kept strictly confidential. You may not disclose any information to any person or entity unless such disclosure is permitted or required by law.



## **Intake**

When a person contacts our agency, by completing the online application form or completing paperwork in office, the receptionist will ask for any other information needed to ensure REACH 907 Resilience Behavioral Health can stay in contact with you. Your first visit will be an assessment, where we gather information that will help us better serve and assist you through your behavioral health treatment.

## **Fees**

We offer a sliding fee scale for self-pay patients. If you provide us with financial information, we can give an estimate of fees for services. Payment is due at the time of service. We currently only accept Medicaid and will require a copy of the insurance card and driver's license, or government approved identification.

## **Dual Relationship**

It is a policy of Resilience to refrain from providing behavioral health services or behavioral health consultant services to employees and the immediate family members of staff. As a Resilience client, it is important to understand the appropriate compassionate transfer of client services will take place when such a dual relationship arises. You further understand that clients who do not meet transfer eligibility criteria may elect to continue receiving services from Resilience clinicians until transfer arrangements can be made.

## **Treatment Planning**

Your treatment plan is a document that outlines all the goals you want to reach and how you plan to reach them while you receive services here. Your counselor will write down each part in your treatment plan. It is important for you to know that we encourage you and your family to be familiar with your goals and have input on ways you can achieve them.

## **Discharge Planning**

Discharge means you will no longer receive services with us. We will link you with natural support in your community to ensure you do well even after you leave. Every so often, we will call people who have been discharged and ask them questions to figure out how satisfied they were with our services.



## **Family Involvement**

Your family is important to us. If you would like to bring your family with you during your first visit, please do so. You may choose to have a loved one make decisions for you if you are not doing well and are unable to understand recommended treatments. There are family support services available at REACH 907 Resilience Behavioral health to help families understand the problems their loved ones are facing.

## **Child and Adolescent Program**

Service for clients up to the age of 18. Children, youth, and their families are offered counseling for numerous problems such as hyperactivity, adjustment problems, and depression. Child and adolescent programs have Community Support Programs and work with people with mental health issues. Therapists work with schools, families, and other community programs to ensure the best care possible to help young people become well-adjusted and reach their full potential.

## **Mental Health Programs**

Service for adults of the age 18 and older. We offer a variety of treatment modalities to help with depression, anxiety, schizophrenia, bipolar disorder, PTSD, and adjustment problems. Some of the modalities that are used at Resilience include: EMDR, Cognitive Behavioral Therapy, Dialectic Behavioral Therapy, ACT, Motivational Interviewing, TBRI, and Trauma Focused.