



Client Handbook

4040 Memorial Parkway S.W.
Huntsville, AL 35802
(256) 533-1970
www.wellstone.com

Monday - Friday, 8am - 5pm

New Horizons Recovery Center
4040 Memorial Parkway S.W.
Suite C
Huntsville, Al 35802
256-532-4141

Nova Center
for Youth and Family
1900 Golf Road
Huntsville, Al 35802
256-705-6493

Revised November 2015

AVAILABILITY OF SERVICE

Mental health professionals are available to provide counseling and other services for people residing, attending school, or working in Huntsville or Madison County. We also offer services for full fee to residents outside Madison County. WellStone Behavioral Health offices are open Monday through Friday between 8:00 a.m. and 5:00 p.m. Some services are also available in the evening by appointment. The 24-hour emergency number for all offices is 256.705.6444.

PSYCHIATRIC SERVICES

As you may know, funding for mental health treatment is limited with the threat of further cuts on the horizon. In addition, Madison County is growing; and our resources are stretched beyond capacity. To better manage this challenge and maintain a high quality of care, WellStone Behavioral Health limits the availability of psychiatric services to only those clients for whom we have a contract for reimbursement. This includes clients with a serious mental illness eligible for services through our contract with the Department of Mental Health and all other clients with third-party reimbursement sources (Medicaid, Medicare, local or state government entities, commercial insurance, etc.). We provide referral information of primary care physicians in our area for medication evaluation for those who do not meet these criteria.

SCHEDULING APPOINTMENTS

It is important that you keep all scheduled appointments since that time has been reserved specifically for you. However, if you become ill or find you cannot come to your appointment, call WellStone Behavioral Health between 8:00 a.m. and 5:00 p.m. Monday through Friday to let us know of your inability to keep the appointment. It is VERY IMPORTANT to call us at least 24 hours in advance of your scheduled appointment to enable us to schedule other clinical activities. Otherwise, you may be charged for the time that was scheduled for you.

WellStone Behavioral Health will discontinue services to any individual who misses two consecutive scheduled appointments. In certain circumstances, as outlined in our No Show Policy, the process for discontinuation may take an extended period of time. In other circumstances, discharge will be immediate. The No Show Policy is available upon request.

EMERGENCIES

If you have a mental health related emergency in the evenings, on weekends, or on holidays, call the 24-hour emergency number, 256.705.6444. Collect calls are accepted from any part of Madison County. The answering service will have the "on-call" therapist return your call. Since therapists are "on-call" on a rotating basis, the therapist returning your call may not be your regular therapist. Therefore, problems which are not emergencies should be discussed with your regular therapist during your scheduled appointment time.

PAYMENT OF FEES

WellStone Behavioral Health is a public, non-profit corporation and not a state agency. We are committed to providing services to those in need while also satisfying our legal obligations. In order to advance these goals, WellStone adjusts fees according to a client's ability to pay. Given this accommodation, we recognize that it is reasonable to expect payment for services rendered. We require that clients are current and up to date in their financial accounts at the time services are rendered.

Your health insurance, including Medicare and Medicaid, will be filed as a courtesy of WellStone Behavioral Health. Information obtained at the first visit allows you to know what will be covered by third-party payments and what you as the client will be expected to pay. Fees are expected to be paid at the time of each appointment. Further explanations of fees and payment schedules will be provided in our Payment for Services Policy which is available upon request.

New Horizons Recovery Center has a reduced rate for all services. New Horizons Recovery also offers to work with clients who have financial difficulties.

GROUP THERAPY

We utilize primarily a group-based modality to provide clinical services to our clients. Group therapy is a form of counseling in which a small number of people come together, under the guidance of a professionally trained therapist, to help themselves and one another. Group therapy is widely used and has been a standard and effective treatment option for over fifty years. Group therapy is a powerful venue for growth and change.

By utilizing group therapy, our clients are able to receive clinical therapy more frequently and build social connections with peers. Our clinicians will partner with you to match you with the most clinically appropriate group to help you achieve your treatment goals. Clients may still participate in individual counseling with their primary clinician but these appointments will be less frequent than group therapy.

YOUR RIGHTS AS A CONSUMER

As a client of WellStone Behavioral Health, you have a right to:

- Considerate, respectful, humane, adequate & appropriate care from our staff in a safe environment, at all times and under all circumstances
- Receive services regardless of race, gender, age, sexual orientation, religion, disability, national origin, social status, diagnostic category, or length of residence
- Receive accurate, easily understood information at all times during every aspect of service delivery to facilitate the decision making process regarding treatment
- The provision of services in a manner that is responsive to and respectful to your unique characteristics, needs and abilities
- Confidentiality of all information both inside/outside of the treatment setting and access to consumer records. The option to give or withhold informed consent and to receive copies of any informed consents authorized
- Access to complaint/grievance procedures for dispute resolutions
- Statement of applicable charges/fees, consequences for non-payment and limitations on duration of services
- Be informed of the need for parental or guardian consent for treatment, if appropriate
- Be fully informed, on an individual basis, when needed, concerning services provided, when information presented in a setting and in language appropriate to the consumer's condition and ability to understand.
- Participation in research or experimentation
- Be free from abuse, neglect, exploitation and mistreatment
- Privacy of mail, telephone communications, and visitors in residential programs
- Access to courts and attorneys
- Be informed of commitment, requirements and length of commitment, and to receive appropriate services subsequent to commitment
- The availability of an adequate number of competent, qualified clinical staff to ensure appropriate implementation of your service plan
- Refuse services
- Be informed of accessing rights protection
- Be free of punishment, physical or psychological abuse, sexual abuse, harassment, threats, exploitation, coercion or fiduciary abuse
- Informed consent for specialized equipment
- Report without fear or retribution, any instances of perceived abuse, neglect or exploitation
- Enforce rights through courts or appropriate processes
- Personal liberty and to the same general rights as any citizen of the U.S. and the state of Alabama
- Ask about therapist's qualifications and express preferences regarding the selection of the service provider(s)
- Be informed of the person who has the primary responsibility for your care
- Participate fully in all decisions related to the treatment and care provided
- The provision of care as according to accepted clinical practice standards within the least restrictive and most accommodating environment possible

YOUR RIGHTS AS A CONSUMER, Continued

- Be informed of the nature of possible significant adverse effects of the recommended treatment, including any appropriate and available alternative treatments, services and/or providers
- Be informed of any potential restriction of rights that may be imposed
- Be informed of all program rules, responsibilities prior to the initiation of care and consequences for non-compliance

Residential clients also have the following rights:

- Privacy in residential programs
- To adequate food and shelter in residential programs
- To access medical services in residential programs

WellStar CSU clients also have the following rights, as applicable:

- The right to be informed of orders outlined in the commitment
- The right to be informed of the reason(s) for administration of restraint, seclusion and/or any other intrusive treatment as ordered by a licensed independent practitioner
- The right to have access to and privacy of mail, telephone communications and visitors unless legally restricted
- The right to inclusion in the community with appropriate and adequate supports, on completion of or in conjunction with the term of commitments

If you are not satisfied with services you receive at WellStone Behavioral Health and cannot resolve the problem with your therapist, their supervisor or Division Director, call 256.533.1970 and ask for the Chief Executive Officer or designated staff to assist in resolving the problem. It is our intention to solve all problems satisfactorily and within a reasonable time.

New Horizons Recovery Center - Client Appeals

Clients have the right to appeal decisions about their care and treatment at New Horizons Recovery Center. If a client is dissatisfied with treatment recommendations and/or decisions he/she may appeal the decision. The following procedures are in place for client appeals.

- A client may appeal a decision through his/her therapist. He/she should call and schedule an appointment with his/her therapist in order to do this.
- In some instances, such as being discharged from group, a client may be required to appeal a decision through the clinical team. In this case, the client must call and schedule an appeal appointment for Friday morning clinical staffing.
- If a client is still not satisfied, he/she has the right to schedule an appointment with the Program Manager and the Recovery Services Coordinator to further appeal the decision.

A client may further appeal decisions through the Adult Services Director, Chief Clinical Officer and the Chief Executive Officer of WellStone Behavioral Health.

Additionally, all clients have the right to contact the Consumer Advocate.

**State of Alabama
Department of Mental Health
Office of Advocacy Services
RSA Union Building
100 N. Union Street
P.O. Box 301410
Montgomery, Alabama 36130-1410
1-800-367-0955**

If you have any further questions regarding access to our services, please contact our Registration Screeners prior to the registration process.

We're glad you decided to seek professional help at WellStone Behavioral Health!

MISSION STATEMENT

Our mission is to provide quality behavioral health services with a caring heart.

VISION STATEMENT

One Center...
United to serve as a beacon of hope and recovery for a growing community.

CORE VALUES

Integrity, service-orientation, compassion, respect, accountability, and solution-focus