



McLEOD CENTERS FOR WELLBEING

Steadfast support for your healing journey

Outpatient Services Patient Handbook



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Introduction

McLeod Centers for Wellbeing would like to take this time and introduce you to our Outpatient Services. Here at McLeod, we strive for person-centered care to provide our patients with the substance use services needed. While you are here for the Outpatient Services, there are several different departments provided such as individual and group counseling, mental health therapy, patient education regarding substance use and recovery, referrals as applicable, and recovery including relapse prevention. Substance use disorder (SUD) is a chronic and relapsing disease that can negatively impact a person's brain and behavior causing an inability to control the use of one or more substances. Patients diagnosed with a SUD disorder impacts their mental, physical, economic, and social well-being, up to and including fatality. In addition, untreated mental health conditions can result in disability, unemployment, substance use, homelessness, incarceration, poor quality of life, and suicide. Early identification, treatment of substance use, and mental health disorders are of the upmost importance; by ensuring access to the treatment and recovery supports that are proven effective, recovery is accelerated, and the further harm related to the course of illness is minimized.

This handbook was designed to educate individuals about Outpatient Services and the federal, state, and local regulations and procedures for the agency. This is not an all-inclusive handbook; if you have questions, you can reach out to your clinician at any time.

IT IS IMPERATIVE THAT YOU READ AND UNDERSTAND YOUR PATIENT HANDBOOK PRIOR TO BEGINNING TREATMENT. YOU CAN REQUEST ASSISTANCE FROM ANY STAFF MEMBER WITH READING OR UNDERSTANDING THE CONTENT OF THIS HANDBOOK. YOU WILL BE ASKED TO SIGN A STATEMENT CONFIRMING YOU HAVE READ AND UNDERSTAND THE INFORMATION COVERED IN THIS HANDBOOK.

Contact Information

McLeod Centers for Wellbeing
500 Archdale Drive, Charlotte, NC 28217
Phone: (704) 332-9001
Fax: (704) 332-0124
www.mcleodcenters.org

Business Hours

Monday – Friday
8:00 am – 5:00 pm

Outpatient treatment hours differ by program. Upon admission to a program, you will receive orientation information specific to that program which will include an overview of the schedule.

After Hours

If you have a medical emergency at any time, do not call McLeod Centers, CALL 911. For general questions after business hours, you can call McLeod Centers for Wellbeing at 704-332-9001 extension 2277. If you need to speak with a member of your treatment team, please call your program during business hours.

Helpful Emergency Contacts

24/7	Mecklenburg County Mobile Crisis Team 704-566-3410 (Select Option 1)	Monarch Mobile Crisis Line 1-800-568-9689	Alliance Health Crisis Line 1-800-510-9132
	Suicide Prevention Lifeline 1-800-273-TALK (8255) or 1-800-SUICIDE (273-8255)	NAMI Text NAMI to 741-741	Veterans Crisis Line 1-800-273-8255 Press 1 or Chat Online
Other	NAMI Helpline 1-800-950-NAMI (6264) M - F 10am - 10pm	LGBT National Hotline 1-888-843-4564 M - F 4pm - 12am	Trans Lifeline 1-877-565-8860 M - F 1pm - 9pm

Outpatient Program Descriptions

The best treatment approach is to account for the unique needs of each patient. Therefore, our Outpatient programs are structured to provide you with access to many services, resources, and professionals with diverse skills and expertise.

Substance Abuse Intensive Outpatient (SAIOP)

SAIOP services are provided on an outpatient basis and designed to assist you with establishing recovery foundation and developing skills necessary for long-term recovery maintenance. It is a 6-12 week program consisting of services provided for 3 hours per day, 3 days per week (at least nine (9) hours of services per week but no more than 19 depending on your specific needs and goals). McLeod Centers offers the SAIOP program during morning and evening hours to accommodate work, education, and childcare needs. Services provided include individual and group counseling, family services, urine drug screening, case management, and discharge planning including linkage to community resources and services available to meet your individual needs.

Continuing Care Program

Upon successful completion of certain McLeod Centers programs, you can enroll in the Continuing Care program. This is comprised of weekly group sessions focused primarily on relapse prevention, community reintegration, social support development, and common struggles experienced in early recovery. Program attendance is suggested to be no less than six (6) sessions. Speak to your Clinician if you are interested in enrolling in the Continuing Care program.

Short-Term and Long-Term Programs

The purpose of the Short-Term and Long-Term Outpatient Programs is to provide you with education on substance use in a therapeutic group counseling environment. Both the Short- and Long-Term Outpatient Programs consist of a 2-hour group two (2) days per week. The duration of these programs spans from a minimum of 20 hours to a maximum of 89 hours depending on your individual needs.

North Carolina Drug Education School

The North Carolina Drug Education School (DES), authorized by NC General Statute 90-96, offers an alternative to conviction for individuals accused of drug offenses. The program consists of one (1) three-hour group session for five (5) days. The program material focuses on identifying and addressing potentially problematic behaviors related to drug use, empowering you to make positive choices and avoid negative consequences, and assisting you with personal change and skill-building for a better future.

Cognitive Behavior Intervention

Cognitive Behavior Intervention (CBI) is a program designed for first-time offenders who have committed certain misdemeanor crimes. The program consists of one (1) three-hour group session per day for a total of twelve (12) program hours. The program material focuses on improving self-control and problem-solving skills. The goal is to empower you to understand and change your thoughts and behaviors and assist you in gaining increased self-awareness and improved decision-making.

Admission

To ensure proper and appropriate care is provided, you will be assessed and evaluated by a team of professionals prior to admission to any program or service. Various assessment instruments are used to

determine appropriate diagnoses and level of care recommendations. No person will be denied treatment due to race, color, religion, sex (including sexual orientation and gender identity), national origin, age (40 or older), disability, and genetic information (including family medical history).

Ineligible for Admission

If a person is ineligible for admission to a McLeod Center, appropriate resources will be provided and/or a referral will be made based on individual needs.

Fees

Fees vary based on program and services provided and must be paid prior to program admission. Speak with a member of your treatment team if you are struggling to pay for treatment. Support options may be available.

Service	Fee
SAIOP (Substance Abuse Intensive Outpatient)	\$130. ⁰⁰ (per session) or \$3,510 (total)
Continuing Care	\$36. ⁰⁰ (per session)
Short-Term	\$360. ⁰⁰ (total – 20 hours)
Long-Term	\$720. ⁰⁰ (total – 40 hours)
Short- or Long-Term Extension	\$144. ⁰⁰ (total for additional 2 weeks/4 sessions)
DES (Drug Education School)	\$150. ⁰⁰ (total)
CBI (Cognitive Behavioral Intervention)	\$200. ⁰⁰ (total)

Insurance

McLeod Centers will assist in filing insurance claims. We are in-network with multiple commercial insurance providers. We will require direct and full payment regardless of whether a claim has been filed. In the event, insurance covers treatment, the patient will be reimbursed.

Returned Checks

If a check is returned, you will no longer be permitted to submit payment by check. Any returned checks must be picked up within one week of notification with a returned check fee of \$25.00.

Third Party Laboratories

McLeod Centers use third party laboratories who may also bill your health insurance provider for services and accept reimbursement as determined by your coverage plan. Upon consenting to treatment at a McLeod Center, you agree to disclose information related to your treatment to third party laboratories necessary to bill for charges related to lab services. This information includes, but is not limited to, demographics, admission assessment, diagnosis, person-centered plan, treatment recommendations, treatment progress, urine drug screen results, discharge summary, aftercare plan, history and physical, NC-TOPPS information, mental health and substance use treatment history, emergency contact, and ASAM criteria.

Tobacco-Free Campus

The negative health effects associated with tobacco use are the number one cause of preventable deaths in the United States.¹ Second-hand smoke increases the risk of heart disease and lung cancer up to 30%.² Additionally, litter associated with tobacco use makes up more than one-third (nearly 38%) of all collected litter. McLeod Centers recognize the importance of providing a tobacco and nicotine-free environment for those attempting to stop using tobacco/nicotine products as well as eliminating exposure to second-hand smoke and the litter caused by discarded tobacco products. Smoking, vaping, and the use of tobacco in any form is prohibited within all McLeod Centers facilities (owned or leased), McLeod Centers properties (owned or leased), McLeod Centers-owned vehicles, and any McLeod Centers-sponsored events. The following products are prohibited:

- Any tobacco or nicotine delivery system that can be smoked, inhaled, vaporized, or ingested through the mouth (examples include but are not limited to cigarettes, electronic cigarettes or electronic smoking devices, cigars, cigarillos, pipes, dip, snuff, chewing tobacco, heated tobacco (brand name: IQOS), and Snus)
- Vaping of any kind, even if it not tobacco

As part of every admission/intake, patients are assessed for tobacco use and education is provided by the physician regarding the negative effects of tobacco. Patients with a history of tobacco use will be provided with referrals and educational resources. For more information and resources, please visit the following websites:

- NC Tobacco Prevention and Control Branch
<http://tobaccopreventionandcontrol.ncdhhs.gov/smokefreenc/edmaterials.htm>
- NC Quitline <http://www.quitlinenc.com/>

¹ American Heart Association CEO Roundtable—Tobacco Control in the Workplace

² *The Health Consequences of Involuntary Exposure to Tobacco Smoke: A Report of the Surgeon General*, DHHS <http://ncbi.nlm.nih.gov/books/NBK44324/>. Accessed May 29, 2015

Contraband

Contraband is defined as drugs (including any mind- or mood-altering substances) or alcohol; both visible and concealed weapons regardless of permits held by owner (including but not limited to firearms, knives, any explosive materials, or any other objects that could be used to harass, intimidate, or injure another individual); tobacco products (including but not limited to cigarettes, cigars, cigarillos, pipes, dip, snuff, snus, chewing tobacco, and heated tobacco products); electronic smoking devices (including but not limited to an electronic cigarette, electronic cigar, electronic cigarillo, electronic pipe, vape, and any cartridge or other component of the device or related product); controlled substances; prescription medication*; and non-prescription medication*.

If you are found to be in possession of contraband at any time while on McLeod Center property, the treatment team will determine the appropriate course action including the possibility of involuntary discharge from treatment and law enforcement involvement.

* Patients are allowed to bring prescribed (excluding controlled substances) and over the counter medications onto McLeod Centers premises at admission. These medications are then stored and administered by McLeod Centers staff. Unless otherwise approved by a McLeod Centers Medical Provider, patients are not allowed to store prescribed or OTC medications on their person or property or in their room at any time.

Patient Expectations

McLeod Centers will provide you with a safe, caring environment to help in your recovery. Treatment requires a commitment from you to be an active participant in your recovery process. Upon admission to treatment, you will be informed of the behavior expected from you while in treatment, including specific program rules and consequences. The following expectations are required of all patients and not complying with these guidelines may result in your discharge from services.

- Treating all staff and other patients with dignity and respect including but not limited to:
 - Refraining from physical violence and/or threatening physical violence.
 - Respecting others' rights and property.
 - Maintaining others' confidentiality and privacy.
- Abstaining from the use of alcohol, non-prescribed drugs, and any other mind-altering medication/substance.
- Refraining from contraband possession.
- Collaborating with your treatment team to develop and actively work toward treatment goals.
- Attending and participating in the required individual and group sessions for your assigned program.
- Signing releases of information so your care can be coordinated with other providers (if applicable).
- Participating in standard and random urine drug screens (UDS).
- Informing staff of any medical condition that is contagious.

Patient Responsibilities

In addition to your rights as a recipient of services and the program expectations of all patients, you can help ensure the best outcomes for yourself by assuming the following responsibilities:

- Asking questions when you are confused and expressing concerns or suggestions for staff to help you resolve any issues.
- Inviting people in your support network to be involved in your treatment and recovery.
- Informing staff if you have concerns or problems with your treatment plan including but not limited to disagreeing with recommendations and/or wanting to end treatment.

Treatment Contracts

A treatment contract is a tool that may be instituted during a patient's treatment process to address problematic behaviors. The purpose of the contract is to best support the patient as well as set clear boundaries and expectations. A patient's refusal to sign a contract does not invalidate the requirements set forth in the contract. If you are given a treatment contract and have any questions, you can ask to speak to any treatment team member including the Program Manager.

Treatment Attendance

Attendance for all treatment activities and services is required for successful completion of the program. Patients enrolled in the SAIO program are allowed a maximum of three (3) excused (official documentation required) absences and an additional three (3) unexcused absences. Additional absences may result in discharge from the program.

Urine Drug Screening

Screening for substance use is required by McLeod Centers for all treatment services and also required per federal and state regulation. Typical testing is accomplished through urine drug screens (UDS). UDS are required randomly, and you may be asked to complete a UDS at any point during the treatment process. If you need special accommodations to provide a urine sample, request to speak with a member of your treatment team.

If needed, a staff member may be present in the room with you during the urine collection process. Tampering with or falsifying your urine may result in discharge from treatment. All urine drug screens (UDS) are observed via camera to minimize falsifications.

Impairment

At various times throughout treatment, medical staff may need to assess you for stability and safety. The appearance of impairment is not always the result of substance use; other factors such as incorrect medication dosages and certain mental health disorders may cause a person to act in ways that mimic impairment. If you refuse the impairment assessment, the treatment team will proceed with the assumption that you are impaired. Persons deemed impaired are not allowed to operate a vehicle; if they attempt to do so, staff will contact law enforcement.

Successful Program Completion

In addition to overall compliance with patient expectations, the following table provides specific requirements to successfully complete an outpatient program. Payment for services is required to receive program completion documentation needed to meet court-ordered treatment requirements.

Program	Successful Program Completion Requirements
SAIOP	1. All recommended individual and group counseling sessions as determined by the treatment team. 2. Person-Centered Plan (PCP) goals. 3. Urine drug screen (UDS) results negative for all non-prescribed and/or unapproved substances and medications for a minimum of the last thirty (30) consecutive days. 4. Transition and discharge plan.
Short-Term & Long-Term	1. All recommended group counseling sessions as determined by the treatment team. 2. Two (2) most recent urine drug screen (UDS) results negative for all non-prescribed and/or unapproved substances and medications.
DES	Completion of the program (15 hours).
CBI	Completion of the program (12 hours).

Group Counseling Guidelines

The following requirements are expected of all patients because they create a structured and safe environment that fosters trust, respect, and open communication. These guidelines help maintain focus,

ensure confidentiality, and promote a supportive atmosphere conducive to effective therapy and mutual support.

1	Confidentiality	What's said in group stays in group. Don't share others' personal info or what's discussed here outside of our sessions. Your privacy matters to us, and our leaders keep everything confidential. If you're worried about confidentiality, talk to your group leader.
2	Participation	Be involved and attentive. Give the speaker your full focus, avoid side conversations or expressions that might seem disrespectful. Your active participation is key to your progress, but if you're uncomfortable with a question, you can pass. Just let your group leaders know.
3	Honesty	Be truthful with yourself and others.
4	Respect	Treat everyone with dignity and respect, regardless of race, religion, gender, or orientation. Keep conversations positive and refrain from gossip, profanity, or disrespectful comments. McLeod Centers does not tolerate discrimination, intimidation, or violence. Acceptance and connection are important components to recovery.
5	Punctuality	Be on time and stay for the whole session to avoid disruptions and get the full benefit of the group.
6	First Person	Talk about your experiences and feelings using "I" statements, instead of generalizing or referring to others.
7	Rescuing	Let others speak for themselves and allow them to express their emotions without interruption. Don't defend or justify someone's actions when the group is addressing them.
8	Distraction	Put items on the floor beneath your chair if they are not treatment related. Use stress-relief tools discretely if needed.
9	Triggers	Avoid sharing details of drug or alcohol use that might trigger others. Don't glorify substance use in your stories.
10	Monopolizing	Give everyone a chance to participate and share their thoughts and feelings.
11	Food & Drinks	Leave food and drinks outside the group room to maintain focus and cleanliness. Water in closed containers is allowed.

Treatment Approach

Your treatment team is made up of different professionals with various skills who work together to create the best plan for you based on your goals. They will meet with you individually or in group settings during your treatment to provide services based on your needs. To ensure they are all working together effectively, your team will review your case regularly to see what is and is not working and to adjust their support as your needs change.

Treatment Team Meetings

The review of a patient's case and treatment plan is called a treatment team meeting or case staffing. These meetings happen regularly and might not include every team member each time. The purpose is to discuss your progress, setbacks, concerns, and needs to identify issues, suggest solutions, and make

recommendations for your treatment. Treatment team meeting outcomes will be discussed with you including all recommendations and updates to your treatment plan. At times, the treatment team may need to make changes or set boundaries that do not seem fair or evoke feelings of fear, anger, or frustration. We believe you are the expert in your own life and have the right and skills necessary to make decisions about your recovery. You can speak with a member of your treatment team at any time if you do not agree with a decision or recommendation. Please remember, however, that certain decisions cannot be changed for reasons including but not limited to program rules and capacity, regulatory and legal requirements, and/or safety concerns.

Supervision

Certain staff member roles require participation in supervision, which is a process where they receive guidance, support, and feedback to enhance their professional skills from more experienced staff members. This is required for many reasons including licensure requirements and state regulations but also to help ensure safe and superior patient care. If a staff member needs to discuss your case outside of McLeod Centers, they must maintain your confidentiality in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Crisis Response

On-site crisis response will be available 24 hours a day, 7 days a week, 365 days a year. **If you have a medical emergency at any time, do not call McLeod Centers, CALL 911.** For questions after business hours, you can call McLeod Centers for Wellbeing at 704-332-9001 extension 2277. If you need to speak with a member of your treatment team, please call your program during business hours.

Resources and Referrals

If you need additional support during treatment, appropriate resources will be provided and/or a referral will be made based on your individual needs.

Unauthorized Interventions

McLeod Centers do not use physical restraint, seclusion, or chemical interventions in the treatment of patients.

Inclement Weather

Information regarding changes in operational hours will be on the McLeod Centers website (<https://www.mcleodcenters.org>) and social media. Additionally, WBTV, WSOC, and WCNC will be notified.

Program Discharge

Certain outpatient programs involve transition and discharge planning which is when your treatment team works closely with you to create a plan that ensures you have the necessary support and services to continue your recovery successfully. This can include transitioning to another treatment program or sober living facility, employment or education needs, physical and mental health services, and social and spiritual development. Your team will include their recommendations and will help coordinate care and/or services for you before you leave treatment. You will receive many resources as well as a physical copy of both your transition and discharge plans before discharge from your treatment program.

Other McLeod Centers Treatment Programs

McLeod Centers offers a range of treatment options for substance use disorders. You may be referred to another program by your treatment team but may also request assessment for other McLeod Centers programs. Admission to any other program is subject to clinical and medical evaluation.

Continuing Care Program

Upon successful completion certain programs, you can enroll in the Continuing Care program at McLeod Centers. This is comprised of weekly group sessions focused primarily on relapse prevention, community reintegration, social support development, and common struggles experienced in early recovery. Program attendance is suggested to be no less than six (6) sessions. Speak to your Clinician if you are interested in enrolling in the Continuing Care program.

Clinical Ethical Practices Policy

Ethical Statement

McLeod Centers respect the dignity and the value of patients and strives to protect each patient's fundamental human rights. McLeod Centers honors the integrity and welfare of all individuals served.

Ethical Standards

Non-Discrimination

McLeod Centers does not discriminate against any patients or professionals based upon race, religion, age, gender, disabilities, nationality, sexual orientation, and/or education-level.

Responsibility

McLeod Centers employees will uphold objectivity and integrity and while maintain the highest standards in all services offered. Staff should recognize that their primary obligation is to help others acquire awareness and ability to deal with the disease of addiction. Direct care staff should accept the professional challenge and responsibility of providing professional services to the patient in need of substance use disorder services. McLeod Centers employees may not engage in activities that conflict financially or morally with the goals and the purposes of the organization and/or the best interests of the patient.

Competence

McLeod Centers recognizes that the substance abuse treatment profession is founded on competency standards which promote the best interest of society, the patient, and the profession. All staff will display and maintain competency and professionalism. McLeod Centers recognizes the need for ongoing education and training as a component of professional competency and provides training on an annual basis.

McLeod Centers will not allow the practice of substance abuse counseling by unqualified and unauthorized persons. McLeod Centers will employ experienced individuals who are trained to meet the specific needs of the population served. Clinicians have diverse backgrounds combining recovery and education, which provides a solid foundation of treatment experience and knowledge. McLeod Centers recognizes the boundaries and limitations of clinician's competencies and does not offer services or use techniques outside of these professional competencies.

McLeod Centers will report any cases of unethical conduct or of professional modes of practice to the appropriate authorities. McLeod Centers recognizes the effect of person impairment on professional performance and provides an EAP program to assist employees.

Legal and Moral Objectives

McLeod Centers will respect the integrity and protect the welfare of all patients served. McLeod Centers will follow all legal and accepted moral codes in relationship to professional conduct.

1. McLeod Centers will define for self and other the nature and direction of loyalties and responsibilities, and keep all parties concerned and informed of these commitments.
2. In the presence of professional conflict, the McLeod Centers' employee will be concerned primarily with the welfare of the patient.
3. When a patient is no longer benefiting from present treatment setting, an appropriate program or facility will be referred. In situations when a patient refuses treatment, referral, or recommendations, McLeod Centers will consider the welfare of the patient by weighing the benefits of continued treatment or termination and will act in the best interest of the patient.
4. McLeod Centers will not exploit any patient in a demonstration role where participation could potentially harm the patient.
5. McLeod Centers will provide an appropriate clinical setting to protect the patient's interest and welfare.
6. McLeod Centers will not place patients in isolated confinement nor use other forms of physical restraint.

Confidentiality

McLeod Centers will protect the privacy of patients and shall not disclose confidential information. McLeod Centers abides by state and federal confidentiality regulations which prohibit anyone from divulging any information which indicates a person is now or has ever been a patient at McLeod Centers for Wellbeing unless such permission has been granted by the patient in writing. In order to grant McLeod Center permission to disclose information, the patient must sign a completed Release of Information form. Exceptions to these laws are made only in life-threatening medical emergencies or as otherwise required by law (see the *Notice of Privacy Practices* section for more detail).

McLeod Centers will maintain patient records in a confidential manner. McLeod Centers employees will discuss the information obtained in clinical or consulting relationships only in appropriate settings and only for professional purposes clearly concerned with the case.

Subpoenas and Search Warrants

The agency will cooperate fully within the laws regarding outside investigations.

Patient Relationships

McLeod Centers employees will inform the prospective patient of the important aspects of the potential relationship. McLeod Centers will obtain the patient's agreement prior to the recording of an interview for training or marketing purposes. McLeod Centers prohibits non-professional contact with patients for a period of one-year following a patient leaving treatment. Staff members may not sponsor any active or inactive McLeod Centers patients as a part of the Alcoholics Anonymous or Narcotics Anonymous fellowship for a minimum of one year after discharge. McLeod Centers employees may not engage in any type of personal or sexual activities with patients.

Professional Relationships

McLeod Centers employees will treat colleagues with respect, courtesy, and fairness and will maintain that same professional courtesy to other professionals. McLeod Centers will not market its professional treatment services to a patient already under the care of a professional service without prior consultation with the other treatment provider. McLeod Centers will cooperate with any other professional ethics committee unless restricted by confidentiality laws.

Financial Arrangements

McLeod Centers will establish financial arrangements that serve the best interest of the patient, the organization, and the profession. McLeod Centers will establish a fee structure that considers the ability of the patient to meet the financial cost of professional treatment services. McLeod Centers will not send or receive any commission or any other form of compensation for referral of patients for professional services.

Marketing

McLeod Centers will represent honestly, ethically, and forthrightly the quality and availability of its treatment services. McLeod Centers will accurately illustrate its services to the public, referrals, and contractors. McLeod Centers will apply fair and ethical business standards in competition with other treatment providers.

Clinical Ethical Standards Violations

McLeod Centers will investigate any ethical violations on an individual basis. The employee's supervisor, the component director, and the President of McLeod Centers will review violations. If a McLeod Centers employee is determined to have violated set ethical standards, appropriate disciplinary action, including the reporting of the violation to the appropriate licensure/certification board(s) will be taken immediately.

Service Animal Policy

McLeod Centers welcomes individuals with disabilities who use service animals. We follow the Americans with Disabilities Act (ADA) to make sure our programs — including Residential Treatment, MAT, SAIO, and Outpatient Services — are accessible and inclusive.

What Is a Service Animal?

A service animal is a dog that is trained to do specific work or tasks for a person with a disability. Examples: guiding someone who is blind, alerting to seizures, calming someone with PTSD.

Emotional support animals, therapy animals, and pets are not considered service animals and are not permitted in our treatment areas.

Where Are Service Animals Allowed?

Service animals are allowed in:

- Group rooms, therapy offices, waiting areas
- Residential living areas (unless they pose a safety or clinical concern)
- Dosing areas in MAT clinics

Your Responsibilities as a Patient

If you bring a service animal:

- The animal must be under control at all times (leashed or harnessed)
- The animal must be housebroken and well-behaved
- You are responsible for feeding, cleaning up after, and caring for your animal
- You may be asked to provide proof of vaccinations (like rabies), especially in residential settings

When a Service Animal May Be Removed

We may ask you to remove your service animal if:

- It is out of control and you don't take action to manage it
- It is not housebroken
- It poses a health or safety risk to others
- You are unable to feed, walk, toilet, or otherwise care for the service animal while in the Residential program.

Even if the animal is removed, you will still be allowed to continue receiving services.

Residential Program Notes

- Service animals may stay with you in your assigned room
- If others have allergies or fear of dogs, we will try to accommodate everyone — but that's not a reason to deny access
- You are responsible for any damages caused by the animal

Need Help or Have a Concern?

If you believe your rights involving service animals have not been respected, please talk to staff or contact our Compliance Department to file a grievance.

Patient Feedback

Patient feedback is a vital component of how McLeod Centers can continue to improve. Your feedback helps us identify opportunities for change, identify program strengths and weaknesses, and create a more welcoming atmosphere all with the goal of providing the best care possible.

Your Opinion Counts

Please provide us with your feedback through our *Your Opinion Counts* survey. A staff member can help you find it on the McLeod Centers website. McLeod Centers leaders review the survey results regularly throughout the year to identify opportunities for improvement and areas of strength.

Grievance Process

McLeod Centers take your concerns seriously. If you have a concern about the quality of your treatment, speak with a member of your treatment team or request to speak to a Program Manager or supervisor. We strive to take the appropriate steps needed to ensure a timely and thorough investigation occurs to resolve any of your concerns or issues. If you are not satisfied with the resolution of your problem, you can file an official grievance.

Grievances are managed by the Compliance Department and are submitted via the Ethix360 automated grievance system. You can ask any McLeod Centers staff member for the link or QR code to access Ethix360 at home or with McLeod Centers technology. If you have difficulty accessing the Ethix360 automated grievance system, you may request a *Grievance Form* from any employee; this form can also be found in this handbook.

If your grievance involves a Program Manager or supervisor and you complete it on paper, give your completed *Grievance Form* to any staff member who will send it directly to the Compliance Department. If your grievance involves the Compliance Department, your case will be managed by the People Operations Department. Any patient concern regarding a breach of confidentiality is considered a grievance and must follow the grievance process.

Grievances will be managed, assigned, tracked, and resolved using Ethix360 as outlined below:

- a. Grievance documentation is assigned to the appropriate investigator in Ethix360.
- b. Investigator adds the appropriate people needed to review the grievance via Ethix360¹.
- c. If a resolution is not obtained, the grievance will escalate as detailed in the chart below:

Level of Management	Timeline for Resolution/Response
Program Manager	2 days from receipt of grievance ²
Director	2 days from receipt of grievance ²
Executive Officer	2 days from receipt of grievance ²
President/CEO	2 days from receipt of grievance ²
Board of Directors	2 days from receipt of grievance ²

¹The investigator and/or investigative team will update the grievance status in Ethix360 as the grievance moves through the process.

²The staff member must contact the patient within 2 days of receipt of the grievance. The resolution for a grievance may take more time to accomplish.

The person reporting the grievance can see the status of their claim (including resolution) in Ethix360 anonymously at any time.

McLeod Centers will make every attempt to successfully resolve a patient grievance or complaint through the grievance procedure; however, complaints may also be directed to the following external agencies:

Alliance Health

Cumberland, Durham, Johnston, Mecklenburg, Orange, & Wake Counties
(800) 510-9132

Eastpointe

Bladen, Duplin, Edgecombe, Greene, Lenoir, Robeson, Sampson, Scotland, Warren, Wayne, & Wilson Counties
(800) 913-6109

Partners Health Management

Burke, Cabarrus, Catawba, Cleveland, Davie, Forsyth, Gaston, Iredell, Lincoln, Rutherford, Stanly, Surry, Union, & Yadkin Counties
(828) 484-2595

Sandhills Center

Anson, Davidson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond, & Rockingham Counties
(800) 256-2452

Trillium Health Resources

Brunswick, Carteret, Columbus, Nash, New Hanover, Onslow, Pender, Beaufort, Bertie, Camden, Chowan, Craven, Currituck, Dare, Gates, Halifax, Hertford, Hyde, Jones, Martin, Northampton, Pamlico, Pasquotank, Perquimans, Pitt, Tyrrell, & Washington Counties
(800) 849-6127

Vaya Health

Alamance, Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Caswell, Chatham, Cherokee, Clay, Franklin, Graham, Granville, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Person, Polk, Rowan, Stokes, Swain, Transylvania, Vance, Watauga, Wilkes, & Yancey Counties
(800) 849-6127

North Carolina Division of Mental Health, Development Disabilities, and Substance Abuse Services

(919) 420-7927

North Carolina Division of Health Service Regulation

(800) 624-3004

Disability Rights of North Carolina

(877) 235-4210

[illegible]

Patient Signature			Date	
Step 1	Clinician		Date	
Step 2	Program Manager		Date	
Step 3	Director		Date	
Step 4	Executive Officer		Date	
Step 5	President/CEO		Date	
Step 6	Board Member		Date	

Protection from Retaliation

McLeod Centers ensures protection of patients from retaliation for reporting improper activities/behaviors of employees. McLeod Centers will address all complaints alleging acts of punishment or intimidation due to disclosure of improper activities/behaviors.

1. McLeod Centers employees may not directly or indirectly use or attempt to use the official authority or influence of their positions or offices for the purpose of interfering with the right of a patient to file a report against the company or any of its employees.
 2. McLeod Centers patients have a right to report any behavior or action of a McLeod Centers staff member, Manager, Director, and/or any Executive Leader which may be considered as unethical, illegal, harmful, or neglectful.
 3. McLeod Centers shall discipline employees up to and including termination for using retaliatory or intimidation practices against patients.
 4. Reports may be made to the Human Resources Department, Program Manager, Program Director, and/or an Executive Leader.
 5. Patients may submit any grievances/reports to Ethix360 with the option of submitting anonymously. Physical copies of the *Grievance Form* are also available and may be submitted to any staff member. The copy will be delivered to the Compliance Department.
 6. All reports or complaints will be investigated and will include confidentiality when appropriate.
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Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

General Information

Information regarding your health care, including payment for healthcare, is protected by two federal laws: the Health Insurance Portability and Accountability Act of 1996 "HIPAA", 42 U.S.C. §1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C. § 290dd-2, 42 C.F.R. Part 2. Under these laws, McLeod Centers for Wellbeing (McLeod Centers) may not disclose to a person outside McLeod Centers that you attend the program, nor may McLeod Centers disclose any information identifying you as an alcohol or drug treatment patient or disclose any other protected information except as permitted by federal law.

McLeod Centers must obtain your written consent before it can disclose information about you for payment purposes. For example, McLeod Centers must obtain your written consent before it can disclose information to your health insurer to be paid for services. Generally, you must also sign a written consent before McLeod Centers can share information for treatment purposes or for health care operations. McLeod Centers will not sell or disclose information about you for marketing purposes. Federal law does permit McLeod Centers to disclose information without your written permission in the following circumstances:

1. Pursuant to an agreement with a qualified service organization/business associate.
2. For audit or evaluations including NC-TOPPS.
3. To report a crime committed on McLeod Centers' premises or against McLeod Centers personnel.
4. To medical personnel in a medical emergency.

5. To appropriate authorities to report suspected child, elder, or disabled adult abuse or neglect.
6. As allowed by a court order.
7. To support personnel if suicidal/homicidal ideation and/or intent is reported.

For example, McLeod Centers can disclose information without your consent to obtain legal or financial services, or to another medical facility to provide health care to you, if there is a qualified service organization/business associate agreement in place.

Before McLeod Centers can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Patient Rights under HIPAA

Under HIPAA, you have the right to request restrictions on certain uses and disclosures of your health information. Under HIPAA you also have the right to inspect and receive a copy of your own health information maintained by McLeod Centers except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal, or administrative proceeding or in other limited circumstances. You have the right to ask McLeod Centers to accommodate requests that are reasonable and without requiring an explanation from you.

Under HIPAA you also have the right, with some exceptions, to request amendment of health care information maintained in McLeod Centers' records, and to request and receive an accounting of disclosure of your health-related information made by McLeod Centers during the six years prior to your request. You also have the right to receive a paper copy of this notice.

Patient Rights

Summary of North Carolina General Statutes, Article 3

According to the North Carolina General Statutes GS 122C-51, 52, 57, 58, 59, 60-67, McLeod Centers will provide for the protection of your rights. The statutes state the following:

- McLeod Centers for Wellbeing believes that **you**, the patient, have the right to dignity, privacy, and human care. You have the right to freedom from mental and physical abuse, neglect, financial or other exploitation, humiliation, and retaliation while in treatment. Every effort will be made to assure you of these rights, as well as the right to live as normally as possible while providing you with a course of treatment that meets your individual needs.
- You have the right to age-appropriate treatment at McLeod Centers including access to medical care and habilitation, regardless of age or degree of mental illness, developmental disability, or substance abuse.
- Any information McLeod Centers gathers on you while in treatment is confidential and will not be released without your written permission or as authorized by law.
- You will participate with your primary clinician in developing a person-centered plan designed to meet your needs for recovery.
- You will have the right to consent to or refuse treatment at McLeod Centers at any time.
- As a patient at McLeod Centers, you will keep the same rights as any other North Carolina citizen, including the right to dispose of property, execute instruments, make purchases, enter contractual relationships, register and vote, bring civil actions, and marry and get a divorce, unless the exercise of a civil right has been precluded by an un-revoked adjudication of incompetence.
- McLeod Centers do not use physical restraints or seclusion as part of treatment. Corporal punishment will never be inflicted upon any McLeod Centers patient.

Violations of North Carolina General Statutes 122C-51 through 122C-67

Any violation of the Patients' Rights is subject to a range of fines depending on severity and can result in a Class I or Class III misdemeanor.

McLeod Centers' Duties

McLeod Centers are required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. McLeod Centers are required by law to abide by the terms of this notice. McLeod Centers reserve the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. Revisions will be posted in the lobby of each facility, will be available on the McLeod Centers website on the internet, and can be obtained from any employee.

Complaints and Reporting Violations

You may complain to a McLeod Center and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. You have the right to present a complaint, file a grievance, or appeal a decision. You should not fear that doing so will result in retaliation or barriers to your treatment. Complaints can be made to any McLeod Centers staff member and grievance forms can be obtained from any employee.

Violation of the Confidentiality Law by a program is a crime. If a McLeod Center releases any unauthorized protected information, you will be notified of the date of the breach, the information released, and the steps McLeod Centers has taken to prevent future confidentiality violations. You can report any known or suspected violations to the United States Attorney in the district where the violation occurs.

For further information, contact the Director of Compliance.

Revised: 12/29/17, 3/28/19, 5/18/21, 09/2022

Confidentiality

Your right to confidentiality concerning your treatment or services received at McLeod Centers is protected by law. Your records at McLeod Centers are confidential and will not be released to anyone without your written consent, or as allowed by law. You can withdraw permission to release information at any time. You can request that only certain parts of your record be shared.

Confidentiality Exceptions

Your information may be disclosed without your written consent in the following circumstances:

- Medical emergency (including potential suicidal or homicidal thoughts, plans, or intent).
- Court order.
- Crime occurring at McLeod Centers or against McLeod Centers staff.
- Research.
- Audit and evaluation including NC-TOPPS.
- Child, elder, or disabled adult abuse.
- Qualified Service Organization/Business Associate Agreement.

Patient Record

You have the right to review your treatment record. You may request a copy of your treatment record including progress notes, consent to release information forms, the person-centered plan, aftercare plan, or discharge summary by contacting a staff member in medical records.

Filing an Appeal

You have the right to appeal your discharge or changes to the services you already receive or have requested to receive. The manner in which your services are funded determines the way you appeal:

- If Medicaid pays for your services, you may appeal any decision to change or deny services through the Division of Medical Assistance or Office of Administrative Hearing. You may obtain a hearing request form by calling the Division of Medical Assistance at 919-855-4260 or by calling the Office of Administrative Hearings at 919-431-3000. You have 30 days from the date on the notice of the decision to file the request for a hearing.
- If your services are paid for by state funds (sometimes called IPRS funds) or if you are paying for your services, you may appeal the decision to the appropriate Managed Care Organization (MCO). If you are not satisfied with their decision, you may appeal to the North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (NC DMH/DD/SAS) to review the decision.
- If your private insurance pays for your services, you can appeal the decision through your insurance company.

For assistance with any questions or concerns about your rights as a patient of McLeod Centers, you may call the main McLeod Centers number (704) 332-9001 and request to speak with a member of the Compliance Department. You may also contact any of the entities indicated in the *Grievance* section within this handbook or any of the state advocates listed below.

Mental Health Association of North Carolina
(919) 981-0740

<http://www.mha-nc.org>

The ARC of North Carolina

(800) 662-8706

<http://www.arcnc.org>

National Alliance for Mentally Ill – (NAMI)

(800) 451-9682

<http://www.naminc.org>

Governor’s Advocacy Council for Persons w/Disabilities

(800) 821-6922

<http://www.gacpd.com>

NC Mental Health Consumers Organization, Inc.

(800) 326-3842

<http://www.naminc.org/consumer>

National Council on Alcoholism and Drug Dependence,
Inc.

(800) 622-2255

<http://www.ncadd.org>