



THE SOURCE FOR WELLNESS

# Orientation Program and Information Booklet Outpatient

**August 2021**

*Seeking to improve lives by delivering integrated mental health, substance abuse and medical care to promote health and wellness.*

Pursuant to applicable federal laws and Chapter 760, Florida Statutes (2016), Gracepoint services are available to any client regardless of age, race, religion, color, disability, national origin, marital status or sex. Auxiliary Aids, Interpreter/Language Services, and accommodations due to disability will be provided at no cost. Concerns of discrimination may be directed to the Gracepoint's Compliance Officer/ADA Single Point of Contact or a complaint can be filed with the Office of Civil Rights at 202-307-0690 or 202-307-2027 (TDD/TYY). See additional information posted in Gracepoint locations.

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# ABOUT GRACEPOINT

In 1949, mental health treatment for children did not exist in Hillsborough County. A broad range of Tampa's leaders including women, clergymen, doctors and business people had the inspiration to begin Gracepoint. Interesting, our medical services were provided by Rosalind Cummings Murray, Tampa's first woman psychiatrist.

Our mission expanded to adults in 1962, along with the movement to provide local, community based treatment to persons with mental illness. As a full-continuum behavioral health provider, Gracepoint touches the lives of more than 56,000 people each year by delivering integrated care to promote health and wellness within 25 programs. With over 700 employees our highly trained, dedicated, and compassionate team of psychiatrists, nurses (APRN, RN & LPN), licensed and master level clinicians, bachelor level care managers, and administrators work together as a multi-disciplinary team to provide individualized care and hope.

Staying ahead of the curve with innovative community solutions we have led the way to same-day access for outpatient treatment, integrating on-site primary healthcare (FOHC) & pharmacy services, created forensic residential diversion, implemented housing first, expanded our pediatric inpatient mental health unit, established injection clinics, expanded Tampa Bay's only mobile crisis response teams and created a no wrong door to mental health & substance abuse services. Gracepoint also provides over 350 units of affordable and/or supportive housing to people most in need.

We continue to challenge ourselves to find treatments, improve customer service and develop improved approaches to care such as utilization of technology. Our IT division created a new system to better provide medical data for charting patient safety and for reducing wait times for law enforcement. Gracepoint provided over 9.7 million in charity care last fiscal year by not denying treatment for inability to pay, and we will continue to respond to all people seeking to improve their lives on their path toward wellness.

## **MISSION STATEMENT**

Immediately responding to all people seeking to improve their lives by delivering integrated mental health, substance abuse and medical care to promote health and wellness.

## **VISION**

Be the provider of choice for personal support and positive change.

## **QUALITY AND SATISFACTION**

Quality and satisfaction are important to us. While receiving services here, or after you have completed services, you may be asked to complete a satisfaction survey. We would appreciate your honest response to these questions. Your participation will enable us to monitor the quality of our services, so we can continually improve them.

## **ACCESSIBILITY**

Our doors are open to the community; offering professional, accredited services, when and where we are needed. Flexible appointments are available across a variety of community sites, as well as in clients' homes.

## **PAYMENT OF SERVICES**

Gracepoint accepts private pay, Medicare, Medicaid, and private/commercial insurance. Reduced fees or no-cost services may also be available to those who qualify through our sliding fee program. Payment is expected when services are provided.

## **SMOKING**

Gracepoint and all of its properties are smoke free facilities. No smoking, use, or trade of tobacco products, including snuff and chewing tobacco or “smoking products” that include, but are not limited to, all products (cigarettes, bidis, kreteks, e-cigarettes) and all smoke-producing products (cigars, pipes, hookahs, vaporizers, etc.), will be allowed inside of any facility owned, leased, or operated by Gracepoint. We ask you to smoke outside away from the main entrance areas and main walking areas and to be courteous to visitors. We also ask you to be mindful in minimizing fire hazards and to discard your smoking products in the available trash receptacles that we have available outside our buildings.

You can call 1-877-822-6669 to speak with a Quit Coach® who can help you quit tobacco.

## **SAFETY**

Gracepoint takes client, staff, and visitor safety very seriously. To ensure that everyone is safe, here are some things to remember when visiting any of our offices:

- ✔ Gracepoint does not permit firearms, explosive devices or any concealed or non-concealed article that could result in serious physical harm to a person. If brought into the building, items that will be confiscated include, but are not limited to:
  - Illegal or legal substance – drugs, and/or alcohol
  - Firearms
  - Sharp objects and/or projectiles, which may be injurious to self or others.
  - Any other items that may be considered harmful or dangerous to self or others.
- ✔ At times, our waiting rooms can become very busy. Each person in the waiting room would like to be seen for services in a timely manner. To make waiting more pleasant for yourself and others, please remember to:
  - Be courteous and respectful of others by avoiding use of the lobby when you do not have scheduled services. Clients with canes, walkers, and small children require room to move about.
  - Avoid use of cell phones, if you must take a call, speak softly or step outside to have a conversation.
  - Foul language and profanity are not allowed in the waiting areas. Any individual who uses profanity will be asked to refrain the use or asked to leave the location.
  - The safety of children is critical. Children are never to be left unattended. Parents are required to remain onsite when children are in services and are asked to provide supervision and activities to keep children quiet and occupied.
  - Bring something to keep yourself occupied.
  - Please keep your valuables on your person or leave your valuables at home. The agency is not responsible for any personal property that is lost or damaged.
  - Please do not throw or leave trash on our premises. We have trash containers available throughout the buildings where you and your children can throw away any unwanted trash.

- It is advised to not leave valuable personal belongings in your vehicle, if you must leave them in your vehicle, make sure they are out of sight and always lock your vehicle. The agency is not responsible for any personal property that is stolen or damaged.
- ✔ Keep in mind that everyone is given a window of time; however, sometimes unforeseen delays can disrupt scheduled appointment times. Please be patient, you will be seen as soon as possible.

**EMERGENCY PROCEDURES**

If an emergency arises during your visit to our locations that require evacuation or other safety precautions, please follow the directives of the agency staff and proceed to the nearest and safest exit route or directed safe area. If possible, take any hand held belongings.

- ✔ Do not return to collect your belongings.
- ✔ Do not re-enter the building until notified that it is safe to return to the building by the agency staff.

The following icons will help you locate supplies in the event of an emergency:



First aid kits are available at multiple locations inside buildings. Buildings serving clients on location have AED devices available. These kits and devices are checked routinely to ensure function and ample supplies.



Exit signs will always be in red lit letters above or near exit ways. When you enter a building, always locate the nearest exit.



Fire extinguishers are available at multiple locations inside buildings. Fire extinguishers are checked routinely to ensure correct functioning.

If the agency closes due to local weather or other emergency and you have an upcoming appointment on the day of planned closure, Gracepoint will notify you via phone. To check the status of Gracepoint's operations and availability, please go to the agency website ([www.gracepointwellness.org](http://www.gracepointwellness.org)) or you may call the agency at 813-272-2244.

## **OUTPATIENT SERVICE LOCATIONS**

### ***Outpatient Adult***

5707 North 22nd Street  
Tampa, FL  
33610

### ***Outpatient Children***

2215 East Henry Avenue  
Tampa, FL  
33610

### ***Primary Care (FQHC)***

5707 North 22nd Street  
Tampa, FL  
33610

## **OTHER AGENCY LOCATIONS**

### ***Forensics (FTP, GFIT, FICM)***

5707 North 22nd Street  
Tampa, FL  
33610

### ***Behavioral Health Network (BNET) (Title XXI)***

2815 East Henry Avenue  
Tampa, FL  
33610

### ***Family Net (Nourishing, Encouraging, Treating the whole family)***

2815 East Henry Avenue  
Tampa, FL  
33610

### ***Resistance, Endurance And Continued Hope (REACH)***

5800 North Nebraska Avenue  
Tampa, FL  
33604

### ***Targeted Case Management (TCM)***

5800 North Nebraska Avenue  
Tampa, FL  
33604

### ***Community Action Team (CAT)***

2815 East Henry Avenue  
Suite B4  
Tampa, FL  
33610

### ***Housing, Homeless***

6220 North Nebraska Avenue.  
Suite A  
Tampa, FL  
33604

### ***Adult Emergency Services/Crisis Stabilization Unit***

2212 East Henry Avenue  
Tampa, FL  
33610

### ***Children's Emergency Services/Crisis Stabilization Unit***

2212 East Henry Avenue  
Tampa, FL  
33610

Gracepoint also provides services throughout Hillsborough County, including community health centers, Hillsborough County schools, and the jail.

## **CONTACT INFORMATION**

Gracepoint's Outpatient Services Hours of Operation are:

Monday through Friday 7:30 a.m. - 4:30 p.m. (\*\*\*)hours could be affected by holidays and emergencies)

5707 North 22<sup>nd</sup> Street, Tampa, Florida 33610

Phone: (813) 272-2244

Fax: (813) 272-3766

On-Site Pharmacy provided by Genoa: 813-239-8117, Ext. 4050

After-hours emergency: If you are an adult and in crisis, call 813.272.2958

If your child is in crisis, call 813.272.2882

Life threatening, call 911

Text messaging between clients and staff is strictly for business purposes only. If you experience a mental health emergency when the agency is closed, contact one of the following sources:

### **Emergency**

911

### **Suicide Hotline**

1-800-273-8255

### **24 Hour Sexual Assault Services Helpline**

727-530-7273

### **Abuse Hotline**

1-800-962-2873

1-800-453-5145 (TDD Accessible)

### **Deaf and/or Hard of Hearing - Telecommunications Relay Service (TRS)**

711

### **Dept. of Children and Families- Circuit 13 (Hillsborough)**

813-558-5500

### **Crisis Center of Tampa Bay (Information/Referral Source)**

211

### **Mobile Crisis Response Team**

813-272-2958

### **National Youth Crisis Hotline**

1-800-442-4673

### **Covid-19 Emotional Support**

1-844-693-5457

### **National Disaster Distress Helpline**

1-800-985-5990

# HELPFUL INFORMATION FOR OUTPATIENT ADULT AND CHILDREN

The program is intended to help you regain your role and independence in the community so that you may live a meaningful and purposeful life reflective of the person you are and not the diagnosis you are given. The program is a strength based recovery program that places your needs and choices at the center of the services you receive.

- ✔ Parents/Guardians/Eckerd case managers must be present for all appointments for children receiving services in order to ensure that all appropriate paperwork is reviewed and signed.
- ✔ In those cases, when you must bring children with you to an appointment, it is the responsibility of the parent/guardian to arrange for appropriate supervision. We do not provide childcare.
- ✔ As part of our policy, Gracepoint's psychiatrists and APRNs do not routinely prescribe benzodiazepines (anti-anxiety agents such as Xanax, Librium, Klonopin, Valium, etc.).
- ✔ Individuals are not permitted to bring items that may be used as weapons into our facility.
- ✔ Arrive 10 minutes early to all scheduled appointments. Should you arrive late to your scheduled appointment, you may not be seen by your provider if they are heavily booked. If you cannot be seen, you may choose the Walk-In clinic as an option or reschedule your appointment.

## OUTPATIENT ADMISSION CRITERIA

(If uncertain, call us, a Triage Specialist will assist you in determining appropriate services)

- ✔ Reside in Hillsborough County or adjacent counties.
- ✔ Seek services voluntarily, or have written consent and participation of their legal guardian.
- ✔ Demonstrate psychological symptoms consistent with a DSM-5 diagnosis.
- ✔ Demonstrate motivation to attend appointments and comply with treatment.
- ✔ Must NOT be in need of a more restrictive (emergency) treatment type of service.

## TERMINATION OF SERVICES

As a client of Gracepoint, your rights and responsibilities will be reviewed with you during the initial intake. If you should have difficulty carrying out your responsibilities, every effort will be made to assist you in addressing the problem. If there is no satisfactory improvement; if you are not actively receiving care; if you are not keeping your scheduled appointments; or if no future appointments have been scheduled, it may be necessary to end your services with Gracepoint.

Gracepoint may also discharge from services if you are refusing needed and reasonable treatment, you violate program rules, you interfere with the treatment of other patients, or you fail to comply with treatment plan requirements.

If your services are stopped, we will make an attempt to contact you with an explanation of why services were discontinued and your service options.

If you disagree with the decision, you have a right to file a complaint according to Gracepoint's complaint procedures outlined in this booklet.

## OUTPATIENT DISCHARGE CRITERIA

1. All treatment plan goals are met or
2. No contact in over 90 days or you choose to decline services being offered or
3. The treatment team identifies an alternative program better suited to meet your treatment goals and you agree with that transition.

# OUTPATIENT SERVICES GUIDE

Gracepoint offers the following services:

- ✔ Medication Management
- ✔ Psychotherapy
- ✔ Group Therapy (DBT, Substance Abuse Treatment and Anger Management)
- ✔ (\*NEW) Primary Care Health Center
- ✔ Injection Clinic
- ✔ Onsite Pharmacy

Gracepoint does NOT offer the following services:

- ✔ Autism (ABA) therapy and medication management services
- ✔ Psychological Testing
- ✔ Intellectual disabilities testing and medication management
- ✔ Neurological disorders treatment (epilepsy, cerebral palsy, etc.)
- ✔ Legal Forms. We do not complete the following:
  - Immigration Forms
  - Housing Applications
  - Short Term Disability
  - Long Term Disability
  - Life Insurance Forms
  - DMV Medical Reports
  - Disabled Dependent Questionnaire
  - Social Security applications
  - SOAR Mental Impairment Questionnaires
  - Attorney Specific Questionnaires
  - AHCA Resident Health Assessments
  - Student Loan Deferment
  - FMLA
  - Emotional Support Animal
  - Return to Work Forms
  - Payee Designations

\*\*Please note this list is not comprehensive and all other form requests will be reviewed for approval.

**Call Center:** Available Monday - Friday 8:00am-5:00pm at (813)272-2244 | 5707 N. 22nd Street, Tampa, FL 33610  
<http://www.gracepointwellness.org> | [www.facebook.com/GracepointWellness](http://www.facebook.com/GracepointWellness)

## (GUÍA DE SERVICIOS AMBULATORIOS)

Gracepoint ofrece los siguientes servicios:

- ✔ Manejo de medicamentos
- ✔ Psicoterapia
- ✔ Terapia de grupo (DBT, tratamiento de abuso de sustancias y manejo de la ira)
- ✔ (\*NUEVO) Centro de Salud de Atención Primaria
- ✔ Clínica de inyección
- ✔ Farmacia dentro de nuestra instalación

Gracepoint NO ofrece los siguientes servicios:

- ✔ Servicios de terapia para el autismo (ABA) y manejo de medicamentos
- ✔ Pruebas psicológicas
- ✔ Pruebas de discapacidad intelectual y manejo de medicamentos
- ✔ Tratamiento de trastornos neurológicos (epilepsia, parálisis cerebral, etc.)
- ✔ Formularios Legales. **No** completamos lo siguientes:
  - Formularios de Inmigración
  - Aplicaciones de vivienda
  - Incapacidad a corto plazo
  - Incapacidad a largo plazo
  - Animal de Apoyo Emocional
  - Formularios para Volver al trabajo
  - SOAR Cuestionarios de discapacidad mental
  - Cuestionarios específicos del abogado
  - AHCA Evaluaciones de salud de los residentes
  - Cuestionario Dependiente Discapacitado
  - Aplazamiento de Préstamos Estudiantiles
  - FMLA
  - Solicitudes de Seguro Social
  - Formularios de seguro de vida
  - Designaciones de beneficiario
  - Informes médicos para el DMV

\*\* Tenga en cuenta que esta lista no es completa y que todas las demás solicitudes de formularios se revisarán para su aprobación.

**Centro de llamadas:** Disponible de lunes a viernes de 8:00 a.m. a 5:00 p.m. al (813)272-2244  
5707 N. 22nd Street, Tampa, FL 33610  
<http://www.gracepointwellness.org> | [www.facebook.com/GracepointWellness](http://www.facebook.com/GracepointWellness)

# OUTPATIENT APPOINTMENT GUIDE

**To Schedule an Assessment Appointment:** Call us at (813)272-2244 or chat with us by visiting our website: [www. Gracepointwellness.org](http://www.Gracepointwellness.org)

**Arrival:** You must arrive 30 minutes prior to your scheduled appointment time to complete admission documents.

## What to Bring:

- ✔ Photo ID
- ✔ Insurance Card
- ✔ Legal Guardianship Documents, if applicable
- ✔ A complete list of your Medications
  - If you do not have a list, please contact your pharmacy prior to your appoint date in order to obtain one.

**Cancellation:** In order to best serve our patients, you must contact us 24 hours before your scheduled appointment if you need to cancel. You may also notify us via our website.

**No Call/No Show:** Failure to call to cancel or show for your appointment will result in only being eligible for standby appointments.

**Please note: Stand by appointments are not guaranteed and are on a first come-first serve basis.**

**Medication Refills:** Medication refills will not be provided if you have not been seen by an Outpatient Provider and/or been compliant with medication management appointments.

## (GUÍA DE CITAS)

**Para programar una cita de evaluación:** Llámenos al (813) 272-2244 o chatea con nosotros visitando nuestro sitio web: [www.gracepointwellness.org](http://www.gracepointwellness.org)

**Llegada:** Debe llegar 30 minutos antes de su cita programada para completar los documentos de admisión.

## Qué traer:

- ✔ Tarjeta de Identificación
- ✔ Tarjeta de Seguro
- ✔ Documentación de Guardian Legal Información
- ✔ Una lista completa de sus medicamentos.
  - Si no tiene una lista, comuníquese con su farmacia antes de la fecha de su cita para obtener una

## Cancelación:

Para poder atender mejor a nuestros pacientes, debe comunicarse con nosotros 24 horas antes de su cita programada si necesita cancelar su cita.

## No llamar/No presentarse:

Si no se proporciona la notificación adecuada de que no va poder atender su cita programada, solo será elegible para las citas en espera.

**Tenga en cuenta que las citas en espera no están garantizadas y se aplican por orden de llegada.**

## Recargas de Medicamentos:

No se proporcionarán renovaciones de medicamentos si no ha cumplido con las citas de administración de medicamentos.

Call Center: Available Monday - Friday 8:00am-5:00pm at (813)272-2244  
5707 N. 22nd Street, Tampa, FL 33610  
[www.gracepointwellness.org](http://www.gracepointwellness.org) | [www.facebook.com/GracepointWellness](http://www.facebook.com/GracepointWellness)

# YOUR RESPONSIBILITIES

- ✔ To maintain behavior that is thoughtful, courteous, and respectful of others.
- ✔ To refrain from bringing into our offices any items which may be harmful or threatening.
- ✔ To refrain from using foul language or profanity.
- ✔ To provide supervision and activities to keep children quiet and occupied.
- ✔ Be represented in an honest way by providing accurate information.
- ✔ To keep all scheduled appointments, and notify staff if unable to keep an appointment.
- ✔ To cooperate, as best as possible, with the treatment plan.
- ✔ To respect others privacy by not talking outside of the program about what was seen or heard while in the program offices.
- ✔ To promptly pay for services at Gracepoint.

# CODE OF ETHICS

Gracepoint's primary responsibility is to ensure the safety, dignity and rights of persons served and to ensure the welfare and protection of the general public. Gracepoint holds the Board of Directors, employees, independent contractors, volunteers, student trainees and anyone else associated with Gracepoint to the ethical, moral, legal, and professional standards, thus Gracepoint:

- ✔ will maintain confidentiality and respect clients' right to privacy;
- ✔ will provide activities to persons served based on their best interests.
- ✔ will act in accordance with the highest standards of professional and personal integrity at all times;
- ✔ will recognize clients' rights to self-determination;
- ✔ will strive to become and remain proficient in professional practice
- ✔ will provide services and represent themselves as competent, only within the boundaries of their education and professional experience and complete the necessary trainings to maintain workplace competency (e.g. deaf and hard of hearing competent, culturally and clinically competent, informed of grievance protocols, informed of patient's rights, HIPAA competent);
- ✔ will treat all others with respect, courtesy, fairness and good faith;
- ✔ will demonstrate a commitment to Gracepoint and its mission and values;
- ✔ will set clear, appropriate, and culturally sensitive boundaries with clients;
- ✔ are prohibited from receiving or giving gifts from or to clients or their family members/care givers except on behalf of the agency;
- ✔ are prohibited from entering into any personal financial transaction with clients or their family members'/care givers, including, but not limited to, giving, lending, and/or borrowing either gifts or money;
- ✔ are prohibited from forming non-professional relationships with clients or their family members'/care givers;
- ✔ will not have social or business relationships with current clients or known former clients with whom they have had a direct professional relationship;
- ✔ will not, under any circumstances, engage in sexual behavior with current or former clients or clients' immediate family members'/care givers;
- ✔ will not provide clinical services to anyone with whom they have engaged in sexual behavior or have had a social or business relationship;
- ✔ are prohibited from using physical, psychological, emotional or fiduciary abuse of clients, family members or staff, including humiliating, threatening and/or exploitive actions;
- ✔ will ensure that all material Gracepoint uses for marketing or community consultation will be accurate and correct.

Reports of violations of this code must be submitted in writing to the Human Resources (HR) Department. The HR Department will take the report verbally, if the violation reporter is unable to write the information. The HR Department will review the information supplied and start the investigative process. All information regarding the alleged violation will be held in confidence. The actions taken as a result of the findings will be documented in a report and maintained in the HR Department.

# YOUR RIGHTS

- ✔ Have the necessary treatment regardless of your age, race, ethnicity, sex, mental illness, physical disabilities, place of residence, or ability to pay.
- ✔ Be treated with respect and dignity in the provision of care and treatment.
- ✔ Receive treatment and services that are based upon your individual needs and interests that meet the following characteristics:
  - Is adequate and humane
  - Is provided within the least restrictive environment
  - Is specified in an individual treatment plan that is periodically reviewed for effectiveness and appropriateness
  - Is provided by an adequate number of competent and qualified professional staff
  - Is fully explained to you, covering the nature and purpose of care, procedures, and treatments you will receive, as well as alternative treatment modalities and the duration of necessary treatment.
- ✔ Be informed of the names of your primary case manager and all additional professional staff, including their professional status and staff relationship to you.
- ✔ Be informed of your discharge plan and any aftercare plans from meeting additional physical, mental or chemical dependency requirements following discharge and of your right to aftercare services of your choice.
- ✔ Request the opinion of a consultant to review your treatment plan at your expense or an in-house review of your individual treatment plan.
- ✔ Be informed of risks, side effects, and benefits of all medications and treatment procedures used, as well as to be informed of treatment alternatives.
- ✔ Object to any form of treatment and/or the conditions at this facility and/or to initiate a grievance without fear of reprisal by contacting the Performance Improvement Department at 813-239-8545
- ✔ Access to religious services, spiritual counseling, and clergy upon request.
- ✔ Be informed of the rules and regulations and responsibilities that apply to your conduct
- ✔ Your personal privacy assured and protected within the constraints of your treatment plan.
- ✔ Be informed that all personal belongings not permitted in a therapeutic environment must be returned to your vehicle or be safeguarded and returned to you upon your exiting the agency's premises.
- ✔ Be informed of the cost, itemized when possible, of services rendered and the source of the programs reimbursement and any limitations placed on duration of services.

If any person receiving services from Gracepoint believes local agencies are not responding appropriately to issues involving individuals' behavioral health rights, he/she/they should contact **Advocacy Center for Persons with Disabilities** at: 1-800-342-0832

If at any time, persons receiving services from Gracepoint believes they have been abused, neglected or exploited by a member(s) of the staff or other care givers, he/she/they should contact **Department of Children Families Abuse Hotline** at: 1-800-962-2873

# MENTAL HEALTH ADVANCE DIRECTIVES

## INTRODUCTION

Florida law supports the right of any person to decide what medical and mental health treatment he/she/they will receive, unless the person is determined by a judge or doctor to lack the competence to make those decisions.

If you think it is possible that you might at some time be hospitalized and found not to have the ability to make your treatment decisions, you can make these decisions NOW while are able to do so.

This is done through a document called an **ADVANCED DIRECTIVE**, which allows you to write down now what you want to have happen to you later. It also allows you to name a trusted friend or family member (called a Health Care Surrogate) to carry out your wishes later should the circumstances require it.

## WHAT IS A MENTAL HEALTH ADVANCE DIRECTIVE?

A Mental Health Advance Directive is a legal document that allows you to state your preferences regarding mental health care before a crisis occurs when you may be unable to understand treatment choices and make decisions.

Family, friends, and mental health staff may provide important information to help you make decisions, but you have the final say as to what goes into the advance directive form. The influence of others as beneficial as it may seem, may not be what you truly want for your treatment options.

An Advanced Directive should name a Health Care Surrogate to make mental health care decisions for you in the future time if you aren't able to make your own decisions. You may also name Alternate Surrogate to assume these duties if the original surrogate is unwilling or unable to perform his or her duties.

An Advance Directive does NOT:

- ✔ Require a specific form
- ✔ Need to be prepared by an attorney
- ✔ Require a notary for signature of the person, witnesses, or health care surrogate

## WHY SHOULD I HAVE A MENTAL HEALTH ADVANCE DIRECTIVE?

It is a great way for you to manage your care and advocate for yourself. It allows you to plan now for a future time when your ability to make decisions may be temporally lost. Treatment choices are made now but acted on in the future.

An Advance Directive allows you to choose a trusted individual to speak on your behalf. The Health Care Surrogate you choose will most likely be appointed by the court as your guardian advocate under the Baker Act, if you need one.

If you ever have a guardian appointed by the court, the Health Care Surrogate you name will continue to make all health care decisions for you, unless the court changes the Surrogate's authority.

## HOW CAN I CHANGE MY MENTAL HEALTH ADVANCE DIRECTIVE?

A competent person can change or revoke an Advance Directive at any time by:

- ✔ Signed & dating written statement revoking the directive
- ✔ Destroying the Advance Directive
- ✔ Telling others, you want to change or revoke
- ✔ Doing a new Advance Directive
- ✔ Stating a time of termination on the Advance Directive

## WHAT IS A HEALTH CARE SURROGATE?

A Health Care Surrogate is the person you choose to consent to treatment included in your Advance Directive or the decisions which he/she/they believes you would have made under the circumstances if you were capable of doing so.

The Health Care Surrogate can also access your clinical records and consent to the release of information and medical records to appropriate persons, and apply to public benefits for you.

Unless you give the Surrogate permission in writing or the Surrogate gets the court's permission, the Surrogate can't consent to electro-convulsive therapy (ECT), experimental treatments, or certain other procedures.

The Surrogate also cannot have you admitted to a facility on a voluntary basis. However, if you are admitted on an involuntary basis, the Surrogate may make treatment decisions for you, if you are determined to be incapacitated.

## WHO WOULD BE A GOOD HEALTH CARE SURROGATE FOR ME?

If you don't name your own Health Care Surrogate, the person who may ultimately decide what treatment you receive may not be a person you trust to carry out your wishes. The Health Care Surrogate and Alternate you choose for carrying out your wishes should be people you know well and trust with this responsibility.

You should not be pressured in any way to name a specific person as your Health Care Surrogate or Alternate. The decision is yours alone. The person should be:

- ✔ A competent adult, able to understand and willing to accept the responsibility
- ✔ Easy to contact and reasonably available to be involved in your treatment
- ✔ Capable of advocating for you
- ✔ Able & willing to speak with health care providers, and
- ✔ Able to understand the health care information provided in order to make decisions

## WHO SHOULD HAVE COPIES OF MY COMPLETED MENTAL HEALTH ADVANCE DIRECTIVE?

Make sure your completed Mental Health Advance Directive can be located in case of an emergency, consider putting it on file with your:

- ✔ Health Care Surrogate/Alternate
- ✔ Family
- ✔ Physician
- ✔ Case Manager
- ✔ Mental health facility
- ✔ Any other trusted person or organization

## **WHAT IF I DISAGREE WITH DECISIONS MADE BY MY HEALTH CARE SURROGATE?**

You, your family, the health care facility, the physician, or any other interested person affected by the Surrogate's decisions can ask the court to intervene if:

- ✔ Decisions are in accord with your known desires;
- ✔ The Advance Directive is vague;
- ✔ The surrogate was not properly named or the designation of the Surrogate has become incapable of serving due illness or incapacity;
- ✔ Surrogate has abused powers;
- ✔ You have sufficient capacity to make your own health care decisions

## **WHERE CAN I FIND MORE INFORMATION ABOUT MENTAL HEALTH ADVANCE DIRECTIVE?**

Contact the Department of Children and Families (877) 595-0384 or go to their website [www.myflfamilies.com](http://www.myflfamilies.com).

# SCOPE OF SERVICES

Services are designed to improve the lives of individuals and families, while creating positive social empowerment experiences that promote healthy, long-term ties with family members, friends, and the community.

Outpatient operates with the philosophy of client-focused treatment. Outpatient is recovery oriented and welcomes clients with co-occurring mental health and substance abuse disorders. All clients receiving services are on a voluntary basis. Outpatient strives to quickly assess the presence of an existing mental health diagnosis or co-occurring mental health and substance abuse diagnoses. Upon identification of the diagnosis and needs identified, Outpatient refers clients to the most appropriate level of care to meet their mental health or co-occurring needs.

Outpatient strives to assist clients achieve their long-term goals so that they may live contributory and purposeful lives in the community. These services focus on identifying short-term and long-term goals and assisting individuals meet the identified goals through a variety of treatment modalities. The services also focus on crisis stabilization which involves the identification and alleviation of symptoms that significantly interfere with client functioning.

Area Served: Gracepoint provides service to anyone residing in Hillsborough County and surrounding areas.

Client Population: Services are provided to children (3) years or older, adults, geriatric, families and couples with emotional and/or behavioral disturbances or psychiatric illnesses. Assessment services are typically provided to individuals who are not in need of emergency services, but rather are in need of, and are appropriate for, routine outpatient care.

Clients may be either indigent or financially disadvantaged to the point they cannot obtain treatment from private sources.

Clients present with a variety of psychiatric diagnoses including, but not limited to, adjustment disorders, anxiety, depressive, bipolar, and psychotic disorders.

Triage: A Triage Specialist conducts a telephonic initial screening with an individual to ensure that they are exhibiting or experiencing mental health symptoms appropriate for treatment through Gracepoint, or if not appropriate for treatment through Gracepoint, refers them to the most appropriate community agency for treatment. Triage also includes the collection of basic demographic information needed for opening a clinical record for the client.

Intake Evaluation: A thorough bio-psychosocial assessment of the client's needs is conducted by non-medical clinical staff during the intake evaluation, which occurs on the day the client has a clinical record opened to the program. In addition, clients may be referred to a medical direct-service provider for a psychiatric evaluation. The outpatient program also completes updated bio-psychosocial assessments annually.

Individualized Treatment Plans: A structured, goal-oriented schedule of services is developed jointly by the client (and the client's legal guardian if s/he has one), the treatment team, and the family or other ancillary service providers per the client. The plan contains written, measurable, treatment-related goals, objectives and interventions. The plan also outlines the strengths, needs, and barriers towards achieving the long-term views. Services must be deemed medically necessary and prescribed for the client on an individual basis based upon findings of the assessment and treatment planning services. Services and service frequency should accurately

reflect the needs, goals and abilities of each client. The Stage of Change is also indicated in relation to mental health and substance use disorders.

**Individualized Treatment Plan Reviews:** This must be conducted at least every six months or earlier based on treatment updates to ensure that services and treatment-related goals and objectives continue to be appropriate to meet the client's needs and to assess progress and continued need for services. Appropriate modifications to the treatment plan must be done based on the review findings. This review shall include the treatment team, the client, family, and any other ancillary service providers per client's choice.

**Individual therapy:** Includes any verbal dialogue between a mental health professional and client on a one-to-one basis in order to facilitate problem solving, conflict resolution, insight development and coping skills, build self-worth, and basic needs skills used to decrease the mental health symptoms and improve the client's quality of life.

**Group therapy:** Includes any psychotherapeutic activity in which two or more clients engage with at least one staff facilitator to foster constructive interaction and feedback among clients and staff, increase education, and to promote the client's psychosocial growth toward identified treatment goals and objectives.

**Couples/Marriage therapy:** A therapeutic intervention with at least one significant other.

**Family counseling:** Focuses on exploring family dynamics and systems that contribute to the client's problems, improving family communication patterns, and reintegrating the client into the family system, as appropriate.

**Psychiatric evaluations:** A comprehensive evaluation provided by the assigned Psychiatrist or Advanced Registered Nurse Practitioner (ARNP) that investigates the client's clinical status, including the presenting problem, the history of the present illness, previous psychiatric, physical and medication history, relevant personal and family history, personal strengths and assets and a mental status examination. The evaluation concludes with a summary of findings, diagnostic formulation, including prognosis and treatment recommendations.

**Medication reviews:** A Psychiatrist or ARNP reviews with the client his/her medication regime, performs an assessment of the presence or absence of adverse side effects or poly-pharmaceutical effects and communicates with the client any information relevant to their medication regime or compliance issues. Data regarding the effectiveness of psychotropic medications, complications or compliance issues is forwarded by the clinical staff to the appropriate psychiatrist so that corresponding medication adjustments can be made as needed.

# MEDICATIONS AND YOU

Medication cannot “cure.” What it does do is assist the body’s natural defenses and processes to promote recovery. All effective medications produce desirable changes in the body, but these same medications may also cause undesirable adverse reactions or side effects. Likewise, a particular medication will not be useful to everyone. The complexity of the human body, individual responses (in different people and in the same person under different circumstances), past and present health, age and gender all influence how well a medication works.

Some suggestions for wise medication use apply to all medications:

Provide medical practitioner with accurate information. Remember to always give your medical provider a complete list of all medical history, your current medications, allergies or adverse reactions to medications, and your current medical plans. Be sure to mention your progress with or concerns about your treatment with current medications. Tell your doctor about any unexpected new symptoms you have while taking medication.

Know your medications. Learn the medication’s generic, as well as brand name, your dosage, and the times you are to take your medication. Be familiar with all the medication’s effects (including its “side effects”). Resources for information are: your medical practitioner, pharmacist, books in your public library and the Internet.

Never take medications other than those prescribed. Medications don’t always fall into the category of “taking more increases the benefits.” Some medications act differently at different dosages, and only your medical provider should make dose adjustments. The label on your medication package will give specific instructions for dosages and schedules. You should also request a supplemental medication information fact sheet from your pharmacist to supplement the information on the medication label.

Avoid mood altering substances. Alcohol, cocaine, marijuana or other mood altering substances may prevent your medication from being effective and can cause life-threatening interactions with your medications. Avoid the use of these substances.

Check your prescription bottle before taking any medication. One of the more common ways people mismanage their medications is to pick up the wrong medication bottle and take a pill before checking to make sure that it is the correct medication at the prescribed dosage. Never take medication in the dark.

Properly store your medication. Keep your medications away from moisture and heat and out of the reach of children. Safely secure them against theft. Put them where you will remember to take them at the proper time.

Don’t double dose if you miss a dose. If you should miss a dose of medication, don’t automatically double the amount of medication at the next scheduled dosage. Consult your information/fact sheet about how to handle missed dosages of your medication. If you should need to change the dosage schedule, consult your medical care provider.

Follow diet instructions when you take your medications. Some medications work better on a full stomach; others on an empty stomach.

Notify your medical care provider of medical status changes. If you should experience any changes in your medical status (pregnancy, development of a medical condition, pending surgeries, etc.), notify your medical care provider immediately to make sure that your medications are safe to continue using. If you are seeing a mental health practitioner, as well as a medical doctor, make sure you have authorized communication between them about your care.

# FOLLOWING YOUR MEDICAL CARE PROVIDER'S RECOMMENDATION

It is important to follow your medical care provider's recommendations in order to benefit the most from treatment. You will be asked to complete a treatment plan when receiving medical treatment. A treatment plan is made with your input and works towards the goal of improving your health and ability to function. Patients that do not follow their provider's recommendation often fail in their treatment. Below are some examples of recommendations that may be difficult to follow, and what you can do:

- ✔ If you do not understand the instructions, ask your provider to explain it again. Sometimes it is difficult to believe that the instruction or recommendation will make a difference. If you are not sure how it will make a difference, ask your provider.
- ✔ Recommendations for lifestyle changes (abstaining from alcohol, dieting, exercise, etc.) are sometimes very difficult to follow through with. Let your provider know if you are struggling – he/she may have some tips to help.
- ✔ Long-term treatment regimens (such as continuing treatment for chronic conditions) can be very discouraging. This is common for anybody with a long-term illness. Let your therapist and your provider know. There are support groups you can attend that may help, and talking to your therapist may also make you feel a little better.
- ✔ You may think that a lessening or disappearance of symptoms indicates that your medications are no longer necessary. This actually means they are working like they are supposed to. This is a great step. Now following the recommendations of your provider becomes very important to make sure you continue to feel better.
- ✔ Side effects of medications may be unpleasant or uncomfortable. This is common, but still not something you probably look forward to. Talk to your provider about ways to manage these side effects. Sometimes they will go away; other times there are ways to make them not seem so bad. Make sure you report any side effects each time you talk to your provider.
- ✔ Cost of treatment and medications is financially difficult. There may be other options to receive treatment and medications that could be within your financial reach. Ask your medical provider.
- ✔ Failure to keep appointments or follow through with recommended laboratory tests or medical physicals can be detrimental to your progress and long-term results. Try as hard as you can to keep your appointments, as this is the best time to report what is happening to people who can hopefully help.
- ✔ Attitudes, beliefs and perceptions of others can keep you from being committed to treatment recommendations. Remember, you and your provider need to be the ones to make the decisions about you. Don't let others make these important decisions for you.

In order for your treatment to be effective, you and your health care providers must work as a team. If you do not follow their instructions and communicate with your provider about how things are going, you cannot expect that the treatment will be effective. If you have reservations or fears about treatment, discuss them with your medical care provider. There are several groups available to provide you with both information and support to address your concerns about your condition and its treatment.

# MEDICATION AND SUBSTANCE ABUSE

There are a number of substances that can be misused or abused. These include alcohol, street drugs, and prescription medications that are addictive. Some examples are marijuana, benzodiazepines or tranquilizers, stimulants such as cocaine and amphetamines, narcotic pain medications and other opiates such as heroin, and hallucinogens. These substances have the ability to powerfully alter your mood, thought process, and behavior. They can produce a temporary, though false, sense of well-being. With continued regular or intermittent use, these substances can lead to unpredictable, and at times, dangerous behaviors, mood instability and disturbance, and many types of physically harmful effects. These substances can also interact with other medications in harmful, sometimes, life-threatening ways.

The following is a list of the most common substances of abuse, including prescription medication. If you are not able to discontinue the use of any of these substances not prescribed for you, then you should consider seeking assistance in stopping the use.

## ***ADDICTIVE PRESCRIPTION MEDICATIONS***

It is important to note that the prescription medications that are addictive also have helpful therapeutic purposes when used appropriately; that is, prescribed by a knowledgeable professional for an appropriate condition and monitored carefully on an ongoing basis. These medications include benzodiazepines, which are sometimes used for anxiety and agitation, stimulants used to treat attention deficit disorder symptoms and certain sleep disorders, and narcotic pain medications.

## ***ALCOHOL***

Alcohol depresses the action of all parts of the central nervous system. At lower dosages, alcohol depresses normal mental activity and muscle functions. In larger amounts, alcohol causes nausea, stupor, memory impairment, unconsciousness and withdrawal effects. Using alcohol while taking your medications may result in excessive sedation and in some cases may increase toxic effects on the central nervous system.

## ***MARIJUANA***

Use of marijuana (cannabis) impairs short-term memory and comprehension, alters sense of time, and reduces the ability to perform tasks requiring concentration and coordination. Motivation and thinking processes may also be altered, making the understanding and retention of new information difficult. Marijuana may produce mood swings and paranoid thinking. High doses may initiate symptoms of latent schizophrenia. Using marijuana while taking your medication may produce drowsiness, irregular heartbeat, and increased chance of medication side effects, tremor and possible psychosis.

## ***COCAINE***

Cocaine (powder, crack, and freebase) stimulates the nervous system, heightens sensations and may produce paranoid thinking and hallucinations. Long-term effects may lead to brain damage, heart rhythm disturbance, seizures and/or respiratory failure. Using cocaine with your medication may produce increased risk of heartbeat irregularity, dangerous blood pressure rise, decreased effect of the medication, and possible psychosis.

## ***TRANQUILIZERS***

Tranquilizers (Xanax, Valium, Tranzene, Klonopin, Librium) are often prescribed medications for the treatment of anxiety disorders, as an adjunct or additional aid for agitation, and for alcohol withdrawal. They can sometimes be used by general physicians or specialists as adjuncts or additional aids for seizure disorders or muscle spasms. These groups of medications effects are in many ways similar to the effects of

alcohol. Small doses can produce calmness and relaxed muscles, but larger doses can cause slurred speech, staggering gait and altered perception and mood swings. Overdoses result in respiratory depression, coma and death. Regular use of tranquilizers over time can result in physical and psychological addiction. Combining tranquilizers with your medication when it is not prescribed or using more than is prescribed can lead to excessive sedation, respiratory failure, coma and death.

### ***NARCOTICS AKA OPIOIDS***

Narcotics (Heroin, Morphine, Codeine, Percocet, Darvon, Fentanyl, Talwin, Demerol, Methadone) are primarily used in medicine for their pain relieving properties. Narcotics initially produce a feeling of euphoria that often is followed by drowsiness and sometimes nausea. Habitual users may also experience constricted pupils, watery eyes, itching, slurred speech, mood swings, and sweating. Death by overdose is commonly due to depression of respiratory functions. The use of narcotics with your medication may produce increased sedative effect and irregular or slowed heart rhythms. As narcotics are primarily depressants and upon withdrawal promote anxiety and nervousness, the effectiveness of your medications will most likely be reduced.

### ***AMPHETAMINES AND OTHER STIMULANTS***

Stimulants (Dexedrien, Benzedrine, Crystal Meth, Speed, Crank, Ritalin, Cylert, Preludin, Ephedra) are most often used to control symptoms of hyperactive disorders and promote weight loss. Stimulants cause increased heart and respiratory rates, elevated blood pressure, sweating, blurred vision, headache, dilated pupils, and decreased appetite. Combined with your medications, these drugs may produce increased anxiety, toxic effects, irregular heart rhythms, loss of coordination, physical collapse, psychosis and stroke.

### ***HALLUCINOGENS***

Hallucinogens (PCP, LSD, Mescaline, Psilocybin, Mushrooms) interrupt the functions of the neocortex in the brain. The user may experience illusions and hallucinations while the additional effects of the drug produces elevated body temperature, increased heart rate and blood pressure, loss of appetite, sleeplessness, and tremors. The user may also experience panic, confusion, suspicion, anxiety and loss of control. Delayed effects (flashbacks) may occur even when use has ceased. When combined with medications, increased blood pressure, increased tremor and possible psychosis could result.

Needless to say, if you are seeking to stabilize disorders of mood or perception and thinking, the substances mentioned above should be avoided unless prescribed to you. Remember that these drugs can often interfere with your response to any prescribed medication and cause it not to work when it otherwise might. If you feel you have a problem in abstaining from these substances, Gracepoint has counselors and groups that may be helpful. Just ask your health care provider or your therapist.

# OPIOID SAFETY AND OVERDOSE PREVENTION PLAN

## WHAT ARE OPIOIDS?

Opioids are a type of drug that includes:

- ✔ Prescription painkillers, such as:
  - Morphine
  - OxyContin®
  - Dilaudid®
  - Percocet®
  - Vicodin®
  - Demerol
  - Codeine
  - Hydrocodone
  - Hydromorphone
- ✔ Fentanyl (legal or illegal) and heroin

## RISK FACTORS FOR OVERDOSE

**Physical Health:** Opioids can slow breathing. If you have asthma or other breathing problems, you are at high risk for overdose. Those with liver and/or kidney problems or who are HIV positive are also at increased risk.

**Previous Overdose:** If you have had a nonfatal overdose in the past, you have an increased risk of a fatal overdose in the future.

**Mixing Drugs:** Many overdoses occur when opioids are mixed with alcohol, benzodiazepines (sedatives and/or anti-anxiety medicine) or other substances for medical and non-medical reasons.

**Tolerance:** If you take a break from using opioids, restarting at the same dose may cause an overdose, so please know you will have a much lower tolerance for opioids when you are following and participating in an abstinence-based treatment program or if you were recently discharged from a medication-assisted treatment program. Having a lower tolerance for opioids will make you more likely to overdose.

## PREVENTING AN OVERDOSE

**Explore** ways to manage pain that do not include opioids.

**Use** only prescription painkillers prescribed to you by a medical professional.

**Take** opioids around other people who can respond if there is a medical emergency.

**Consider** using a fentanyl test strip before taking or injecting any drugs.

**Dispose** of any unused opioids at a drop box located at many pharmacies and police stations.

**Store** opioids in a secure place to prevent access by people not prescribed the medication, e.g., a locked container such as a lock box.

## RECOGNIZING AN OVERDOSE

An opioid overdose can take hours to occur.

A person who is having an overdose may experience **slow breathing** (less than one breath every five seconds), **shallow breathing**, or **no breathing**.

Other signs and symptoms of an overdose include:

- ✔ Nodding out; snoring noises while asleep.
- ✔ Vomiting.
- ✔ Blue or pale lips, skin or fingernails.
- ✔ No response when you rub your knuckles in the middle of their chest (see right) or shake their shoulders.
- ✔ Pale or clammy face.
- ✔ The black circle in the center of the colored part of the eye (pupil) is very small, sometimes called "pinpoint pupils," in someone difficult to awaken.

## DO'S AND DON'TS WHEN RESPONDING TO AN OVERDOSE

- ✔ DO attend to the person's breathing and cardiovascular support needs by administering oxygen or performing rescue breathing and/or chest compressions.
- ✔ DO administer **Naloxone** and use a second dose, if no response to the first dose.
- ✔ DO put the person in the "recovery position" on the side, if you must leave the person unattended for any reason.
- ✔ DO stay with the person and keep the person warm

- ✘ DON'T slap or forcefully try to stimulate the person; it will only cause further injury. If you cannot wake the person by shouting, rubbing your knuckle on the sternum (center of the chest or rib cage), or light pinching, the person may be unconscious.
- ✘ DON'T put the person into a cold bath or shower. This increases the risk of falling, drowning, or going into shock.
- ✘ DON'T inject the person with any substance (e.g. saltwater, milk, stimulants). The only safe and appropriate treatment is Naloxone.
- ✘ DON'T try to make the person vomit drugs that may have been swallowed. Choking or inhaling vomit into the lungs can cause a fatal injury.

### **WHAT IS NALOXONE?**

Naloxone (also known as NARCAN®) is a drug used to reverse an opioid overdose. Everyone who uses opioids is at risk for an overdose. If you or someone you know uses opioids, carry naloxone. **It can be lifesaving.** However, always get emergency medical help right away in any cases of known or suspected overdose. NARCAN® Nasal Spray is not a substitute for emergency medical care. Administer in accordance with the Instructions for Use.

- It stops the effects of opioids on the brain and body.
- It has no effect on someone who has not taken opioids.
- It is safe for children, pregnant women and even pets.
- It has no potential for misuse.
- It has minimal or no side effects.
- It wears off in 30-90 minutes.

**Storage:** Store naloxone away from extreme heat or cold and keep away from direct sunlight.

**Expiration Date:** Check expiration date on the packaging of naloxone on a regular basis (once per month) and return for a refill if it's expired.

Naloxone is like a seat belt. You hope you won't need it, but you should have it on hand as a safety precaution just in case you do.

### **WHAT IS NARCAN®?**

Narcan® is the brand name for the nasal spray version of Naloxone. Although Narcan® Nasal Spray is a prescription medication, you can purchase Narcan® Nasal Spray directly from a pharmacist. Your insurance may cover all or part of the cost. Let Narcan® Nasal Spray be there to help you. **If there are prescription opioids in your home, then Narcan® Nasal Spray should be there too.**

To learn how to use and how and where to access, please visit the site below.

<https://www.narcan.com/patients/how-to-get-narcan>

### **HOW SHOULD I USE NARCAN NASAL SPRAY?**

Read the Instructions for Use at the end of the Patient Information leaflet for detailed use of NARCAN® Nasal Spray.

- Use NARCAN® Nasal Spray exactly as prescribed by your healthcare provider
- Each NARCAN® Nasal Spray contains only 1 dose of medicine and cannot be reused
- Lay the person on their back. Support their neck with your hand and allow the head to tilt back before giving NARCAN® Nasal Spray
- NARCAN® Nasal Spray should be given into one nostril
- If additional doses are needed, give NARCAN® Nasal Spray in the other nostril.

**Talk to your loved ones about a care plan in case of overdose.**

**Call 911 immediately if you know or suspect someone is experiencing an overdose.**

**For any sign of overdose, give Naloxone. Go to [WWW.SAMHSA.GOV](http://WWW.SAMHSA.GOV) for more information.**

Note: Fentanyl is a high potency opioid created in multiple forms for medical and non-medical reasons. It is becoming common for fentanyl to be mixed with other illegal drugs. Use caution when taking any illegal drugs.

# INFECTION CONTROL

Gracepoint is committed to promoting good physical health as well as good mental health. In keeping with this commitment, we feel that it is important to address infectious diseases that are prominent in today's society; diseases to which we all can be susceptible. The following information is presented to help prevent infectious diseases and encourage you to seek appropriate medical treatment, if you are concerned. This information is not all-inclusive. We encourage you to get more information from the resources listed at the end of this document.

Gracepoint has a policy and procedure for infection control. In summary, the policy states that Gracepoint will identify and handle potential and actual infectious diseases of both employees and clients.

The Nursing Director will receive all reports of infectious illness, both clients and employees, and make recommendations to the CEO/COO for handling these cases.

If you have an infectious disease, your treatment will continue until your condition deteriorates to the point where your health may be jeopardized, mental health therapy becomes problematic, or if you become a health threat to other clients and/or employees.

The agency confidentiality policy/procedures will be followed. Unauthorized disclosure of sensitive information and discrimination in decision-making regarding client care will not be permitted.

All agency responses to employees and clients with infectious diseases will comply with applicable federal, state and other relevant guidelines, including notification of proper authorities.

## **TYPES OF INFECTIOUS DISEASES**

### *Acquired Immune Deficiency Syndrome (AIDS)*

- ✔ A set of diseases and symptoms that develop years after infection.
- ✔ Caused by the Human Immunodeficiency Virus (HIV).
- ✔ Transmitted through contact with blood, blood products, semen, or vaginal fluids, and from mother to child during pregnancy, delivery, or breastfeeding. The most common method of transmission is through sexual contact.
- ✔ Sharing needles, syringes, cookers, cotton, spoons, or eyedroppers may result in injecting HIV-infected blood into one's system.
- ✔ Symptoms present in a wide variety of ways that include flu-like fever, sore throat, headache, muscle aches and pains, enlarged lymph nodes in neck, armpits, and groin, skin rash, abdominal cramps, nausea, or vomiting, and/or diarrhea.
- ✔ Treatment is the use of three or more antiretroviral medications that attacks the virus at different stages in its life cycle.

For more information on HIV/AIDS, please contact the following:

### **HIV/AIDS Counseling, Testing, and Referral Sites:**

#### **Florida AIDS Hotline 1-800-352-2437, en Espanol 1-800-545-7432**

Florida Dept. of Health  
Hillsborough County  
1105 E. Kennedy Blvd.  
Tampa, FL 33602  
(813) 813-307-8000

Metro Inclusive Health  
1315 E. 7<sup>th</sup> Ave.  
Tampa, FL 33605  
(813) 232-3808

Ybor Youth Clinic (13-24)  
1315 E. 7<sup>th</sup> Ave., Ste 104  
Tampa, FL 33605  
(813) 396-9021

EPIC  
4703 N. Florida Ave.  
Tampa, FL 33603  
(813) 237-3066

## Hepatitis

Hepatitis is liver inflammation caused by a viral infection. There are 5 different viral infections that result in Hepatitis: A, B, C, D, and E.

### Hepatitis A (HAV):

- ✔ The most common form of hepatitis.
- ✔ Caused by eating or drinking food or water that is contaminated with feces containing the virus.
- ✔ Symptoms include fatigue, nausea, vomiting, abdominal discomfort, dark urine, yellowing of skin and eyes (jaundice). Liver enzymes may be elevated.
- ✔ Can last from 3 weeks to 6 months.
- ✔ Treatment for Hepatitis A: Immune globulin vaccine for short-term protection and for people already exposed, bed rest and avoidance of intimate contact. For long-term protection, a Hepatitis A vaccine is recommended.

### Hepatitis B (HBV):

- ✔ Caused by exposure to infected blood, unprotected sex, sharing contaminated needles, and through childbirth or breastfeeding by infected mothers.
- ✔ Symptoms include loss of appetite, nausea, vomiting, fever, fatigue, abdominal pain, dark urine, or yellowing of skin and eyes (jaundice). Some people have no symptoms and infection goes away without treatment.
- ✔ If infection remains in blood cells and liver for 6 months or more chronic HBV is diagnosed. Chronic HBV can result in cirrhosis and liver cancer. People with Chronic HBV usually do not have symptoms unless liver disease is present.
- ✔ Treatment for Hepatitis B is injections of the drug Interferon Alpha.

### Hepatitis C (HCV):

- ✔ Most common blood-borne infection in the United States.
- ✔ Most serious of the 5 types of hepatitis.
- ✔ Caused by exposure to infected blood through unsafe, high-risk sexual behavior, injecting or snorting drugs using contaminated equipment, getting a tattoo or body piercing with contaminated equipment, using infected person's toothbrush, razor, or anything else that has contaminated blood on it.
- ✔ Less than 5 percent of spouses of people with HCV become infected & less than 5 percent of infants are infected during childbirth. No evidence of transmission through breastfeeding.
- ✔ Symptoms may occur immediately, lie dormant for years, or never develop. More than half of infected people have no symptoms. Symptoms include loss of appetite, fatigue, nausea, fever, dark-dark urine, yellowing of skin and eyes (jaundice). Liver enzymes may be elevated.
- ✔ Treatment for Hepatitis C is 3-times weekly injections of Rebetrin (combination of antiviral drug Ribavirin with Interferon). Currently, there is no vaccine available for Hepatitis C.

### Hepatitis D (HDV):

- ✔ Caused by contact with contaminated blood. Hepatitis B must be present for Hepatitis D to survive, so it is contracted at the same time as Hepatitis B or the person already has Hepatitis B.
- ✔ Symptoms are the same as Hepatitis B (loss of appetite, nausea, vomiting, fever, fatigue, abdominal pain, dark urine, or yellowing of skin and eyes (jaundice), except more severe.
- ✔ Treatment for Hepatitis D is injections of the drug Interferon Alpha, which is the same treatment for Hepatitis B.

### Hepatitis E (HEV):

- ✔ Caused by consuming contaminated uncooked shellfish, fruits, and vegetables, and contact with water contaminated with feces.
- ✔ Symptoms are nausea, vomiting, fever, fatigue, abdominal pain, dark urine, and yellowing of skin and eyes (jaundice).
- ✔ There is no drug treatment or vaccine available for Hepatitis E. The recommended treatment is plenty of bed rest.

For more information on hepatitis contact the following agencies:

#### **American Liver Foundation (Hepatitis)**

212-668-1000  
[www.liverfoundation.org](http://www.liverfoundation.org)

#### **Hepatitis Foundation Int'l**

800-891-0707  
[www.hepfi.org](http://www.hepfi.org)

#### **Centers for Disease Control and Prevention (CDC) (Hepatitis)**

800-232-4636  
[www.cdc.gov/hepatitis](http://www.cdc.gov/hepatitis)

### Tuberculosis (TB)

- ✔ TB is a bacterial infection that can spread to any organ in the body, but is usually found in the lungs. It is transmitted through the air and can be very contagious. However, it is nearly impossible to catch TB through casual contact with an infected person.
- ✔ People who are malnourished, live in crowded conditions, or have weakened immune systems, such as those with AIDS or leukemia, are at greater risk of contracting TB.
- ✔ 90% of people infected with TB have latent infections and never develop symptoms, nor can they transmit the infection to others.
- ✔ A positive tuberculin skin test is the only way to diagnose TB.
- ✔ Symptoms begin gradually and develop over a period of weeks or months. Some people have one or two symptoms, others have several symptoms. Symptoms include coughing up thick, cloudy, sometimes bloody mucus for more than two weeks, fever and chills, fatigue, weight loss, night sweats, shortness of breath, loss of appetite, chest pain that is worse when inhaling, rapid pulse, and muscle weakness.
- ✔ Treatment is antibiotics used to kill the TB bacteria. People who have inactive TB infections are treated to prevent the infection from becoming active, which can spread.

### **RESOURCES**

For more information on infectious diseases contact the following agencies:

#### **Hillsborough County Health Department**

813-307-8000

Testing for HIV, STDs, and TB is routinely available through county health departments.

#### **DCF Substance Abuse and Mental Health Program Office**

813-337-5700

#### **National Centers for Disease Control & Prevention (CDC)**

1-800-232-4636

#### **National Alliance on Mental Illness (NAMI)**

727-791-3434

# UNIVERSAL PRECAUTIONS

Universal Precautions are work practices that help prevent contact with other people's blood and certain bodily fluids.

Infection can occur if infected blood enters the body through:

- ✔ A needle stick.
- ✔ A cut or break in the skin.
- ✔ A cut or break in mucous membranes (mouth, eyes and nose).

Universal Precautions help prevent infection through the use of:

- ✔ Protective barriers such as gloves, gowns, masks and protective goggles.
- ✔ Safe work practices such as proper disposal of needles and infectious waste.

Steps you can take to protect yourself:

- ✔ Wear gloves whenever contact with blood or other infectious bodily fluid may occur.
- ✔ Wash your hands and other skin surfaces for a minimum of 15 seconds with soap and water immediately after direct contact with blood or other bodily fluids.
- ✔ Cover open wounds and broken skin.
- ✔ Use resuscitation bags or mouthpieces, whenever possible, for giving mouth to mouth resuscitation.

If a work area becomes contaminated with blood:

- ✔ Notify maintenance immediately for clean-up of the contaminated location.
- ✔ Close off the area until maintenance has decontaminated it and removed the clean-up materials.

What to do if you are exposed to blood or other infectious fluids:

- ✔ Wash the exposed area immediately.
- ✔ Report the incident.
- ✔ Follow procedures for testing and treatment.

# NOTICE OF PRIVACY PRACTICES

Gracepoint understands that information about you and your health is personal, and we are committed to protecting health information about you.

If you have any questions about this Notice or feel your HIPAA rights have been violated, please contact our Privacy Contact at:

Health Information Management Manager  
5707 N. 22<sup>nd</sup> Street  
Tampa, FL 33610  
(813) 239-8397

COPIES OF THIS NOTICE OF PRIVACY PRACTICES ARE AVAILABLE AT ALL OFFICE LOCATIONS FROM THE FRONT DESK OR YOUR CASE WORKER/THERAPIST/CLINICIAN.

This Notice of Privacy Practices describes how we may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" refers to information about you that may identify you and your past, present or future physical or mental health and related health care services.

By law, we are required to:

- ✔ make sure that health information that identifies you is kept private;
- ✔ give you notice of our legal duties and privacy practices with respect to health information about you; and
- ✔ follow the terms of the Notice of Privacy Practice that is currently in effect.

## USE AND DISCLOSURE OF PERSONAL HEALTH INFORMATION

You will be asked by the medical staff, clinical staff or case manager to sign a consent form. Once you have consented to the use and disclosure of your protected health information for treatment, payment and health care operations, and agency staff will use or disclose your protected health information as described in this section. Your protected health information may be used and disclosed by the medical staff, our office staff and others outside of our office that are involved in your care and treatment for the purpose of providing health care services to you. Your protected health information may also be used and disclosed to pay your health care bills and to support the operation of the agency's practice.

Following are examples of the types of uses and disclosures of your protected health care information that Gracepoint is permitted to make once you have signed our consent form. These examples are not meant to be exhaustive, but to describe the types of uses and disclosures that may be made by our office once you have provided consent.

Treatment: We will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with a third party that has already obtained your permission to have access to your protected health information. For example, we may disclose your protected health information, as necessary, to another agency that provides care to you. We may also disclose protected health information to other physicians who may be diagnosing and treating you when we have the necessary permission from you to disclose your protected health information.

Payment: We will use your health information for payment. This may include certain activities that your health insurance plan may undertake before it approves or pays for the health care services we recommend

for you such as; making a determination of eligibility or coverage for insurance benefits, reviewing services provided to you for medical necessity, and undertaking utilization review activities. This may also include information required for payment by funders such as the Department of Children and Families, the Juvenile Welfare Board, or other funders.

For example: A bill may be sent to you or a third-party payer. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used. Information may also be disclosed to the health plan to obtain approval for day treatment services.

Health Care Operations: We may use and disclose protected health information about you for agency operations. These uses and disclosures are necessary to run the agency and make sure that all of our clients receive quality care.

For example: Members of the medical staff, the risk or quality improvement manager, or members of the quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and service we provide. We may remove information that identifies you from this set of health information, so others may use it to study health care and health care delivery without learning who the specific clients are.

We may disclose your protected health information to interns or students that see clients at our agency locations. In addition, we may also call you by name in the waiting room when staff is ready to see you. We may use or disclose your protected health information, as necessary, to contact you to remind you of your appointment.

We will share your protected health information with third party business partners that perform various activities (e.g., pharmacy, billing, and transcription services) for the practice. Whenever an arrangement between our office and a business associate involves the use or disclosure of your protected health information, we will have a written contract that contains terms that will protect the privacy of your protected health information.

#### OTHER USES AND DISCLOSURES BASED UPON WRITTEN AUTHORIZATION

Other uses and disclosures of all or part of your protected health information will be made only with your written authorization, unless otherwise permitted or required by law as described below. You have the opportunity to agree or object to the use or disclosure of protected health information. If you are not present or able to agree or object to the use or disclosure of the protected health information, then your provider may, using professional judgment, determine whether the disclosure is in your best interest. In this case, only the protected health information that is relevant to your health care will be disclosed. You may revoke this authorization, in writing, at any time.

Individuals Responsible for Your Care: Florida Statute 394.4615 states that your clinical record shall be released when the patient or the patient's guardian authorizes the release. The patient or the patient's guardian or guardian advocate may authorize the release of information and clinical records to appropriate persons to ensure the continuity of the patient's health care or mental health care. The parent, next of kin, or guardian of a person who is treated under a mental health facility or program may receive a limited summary of that person's treatment plan and current physical and mental condition. Release of such information shall be in accordance with the code of ethics of the profession involved.

Emergencies: We may use or disclose your protected health information in an emergency treatment situation. If this happens, the agency shall try to obtain your consent as soon as reasonably practicable after the delivery of treatment. If your agency staff is required by law to treat you and the agency has attempted

to obtain your consent but is unable to obtain your consent, he or she may still use or disclose your protected health information to treat you.

Research: Under certain circumstances, we may use and disclose protected health information about you for research purposes. For example, a research project may involve comparing the health and recovery of all patients who received one medication to those who received another, for the same condition. All research projects, however, are subject to a special approval process. This process evaluates a proposed research project and its use of protected health information, trying to balance the research needs with patients' need for privacy of their health information. Before we use or disclose protected health information for research, the project will have been approved through this research approval process, but we may; however, disclose protected health information about you to people preparing to conduct a research project, for example, to help them look for patients with specific needs, so long as the health information they review does not leave the agency. We will almost always ask for your specific permission if the researcher will have access to your name, address or other information that reveals who you are, or will be involved in your care at the agency.

#### OTHER PERMITTED AND REQUIRED USES AND DISCLOSURES THAT MAY BE MADE WITHOUT CONSENT, AUTHORIZATION OR OPPORTUNITY TO OBJECT

Required by Law - We may disclose your protected health information when it is required by law. The use or disclosure will be made in compliance with the law and will be limited to the relevant requirements of the law. You will be notified, as required by law, of any such uses or disclosures.

To Avert a Serious Threat to Health or Safety - We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure; however, would only be to someone able to help prevent the threat.

Public Health Risks - We may disclose protected health information about you for public health activities.

These activities generally include the following:

- ✔ to prevent or control disease, injury or disability;
- ✔ to report births and deaths;
- ✔ to report reactions to medications or problems with products;
- ✔ to notify people of recalls of products they may be using;
- ✔ to notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition.

Abuse or Neglect - We may disclose your protected health information to a public health authority that is authorized by law to report the abuse or neglect of children, elders and dependent adults; to notify the appropriate government authority if we believe a client has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

Health Oversight - We may disclose protected health information to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

Legal Proceedings - We may disclose your protected health information when the court orders such release. In determining whether there is good cause for disclosure, the court shall weigh the need for the information to be disclosed against the possible harm of disclosure to the person to whom such information pertains. Information may be released if the patient is represented by counsel and the records are needed by the patient's counsel for adequate representation. (Florida Statute 394.4615)

Law Enforcement - A patient has declared an intention to harm other persons. When such declaration has been made, the administrator may authorize the release of sufficient information to provide adequate warning to the person threatened with harm by the patient. These law enforcement purposes include (1) legal processes and otherwise required by law, (2) limited information requests for identification and location purposes, (3) pertaining to victims of a crime, (4) suspicion that death has occurred as a result of criminal conduct, (5) in the event that a crime occurs on the premises of the practice, and (6) In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

Military and Veterans - When the appropriate conditions apply, we may use or disclose protected health information of individuals who are Armed Forces personnel for the purpose of a determination by the Department of Veterans Affairs of your eligibility for certain benefits.

National Security - We may also disclose your protected health information to authorized federal officials for conducting national security and intelligence activities, including for the provision of protective services to the President of the United States or others legally authorized.

Workers' Compensation - Your protected health information may be disclosed by us as authorized to comply with workers' compensation laws and other similar legally-established programs. These programs provide benefits for work-related injuries or illness.

Coroners - We may release health information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death.

Research - Information from clinical records may be used for statistical and research purposes if the information is abstracted in such a way as to protect the identity of individuals.

Inmates - The client is committed to, or is to be returned to, the Department of Corrections from the Department of Children and Family Services, and the Department of Corrections requests such records.

Required Uses and Disclosures - Under the law, we must make disclosures to you when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of Section 164.500 et. seq.

# COMPLAINTS

If you feel you need to make a complaint about a problem you have with Gracepoint services, you can make your complaint without fear of any retaliation. To make a complaint, follow the steps to file what is called a formal grievance. All Gracepoint staff are aware of the formal grievance process.

1. Talk with your counselor, case manager, or therapist about your problem first, or you may ask to speak with the program manager. All Gracepoint staff receive training, thus understands the process and its importance.
2. If you feel your problem has not been resolved, complete a Client Grievance form obtained from the front desk personnel. You can ask for help in filling out this form. Family members and other people important to you may also fill out the form for you.
3. When you finish filling out the form, hand it in to the front desk or mail it to Gracepoint. The Compliance Officer or designee will read your complaint and contact you within five working days. If you do not have a phone, a letter will be sent to you.
4. If you are unsatisfied with the Compliance Officer's findings and resolutions, you will need to complete a written request to have your grievance elevated to the next level. Your appeal will be reviewed within 5 working days and a written response will be sent to you within 10 days. If you are still unsatisfied, another written request will need to follow. All findings, statements, and decisions will be forwarded and reviewed by the Executive level and their decision will be final. Reviews and decision at the Executive level will have a written response provided within 30 days of receiving your written request.

Gracepoint will try to resolve complaints within 10 working days if not within 30 days, but it may take up to 90 days depending on complexity of complaint and/or appeals.

To make a formal grievance (complaint, follow the steps previously described, or call (813) 272-2244 to speak to someone in Performance Improvement. **You will not be penalized for filing a complaint.**

\*\*\*Please be aware that any formal grievances Gracepoint receives will be tracked and logged for at least 5 years and the information will be used to assist in identifying opportunities for improvement.

You may also file your complaint with the agencies which fund the program you are enrolled in or with your health insurance.

Department of Children & Families (DCF): (813) 337-5700  
Central Florida Behavioral Health Network (CFBHN): (866) 211-9127

Discrimination complaints may be filed with DCF Office of Civil Rights or with the U. S. Department of Health and Human Services Office of Civil Rights.

Department of Children & Families Office  
of Civil Rights  
1317 Winewood Blvd.,  
Bldg. 1 Room 110  
Tallahassee, FL 32399-0700  
850-487-1901  
Fax: 850-921-8470  
TDD: 850-922-9220

U. S. Dept. of Health & Human Services  
Office of Civil Rights Atlanta Federal  
Center, Suite 3B70  
61 Forsyth Street S.W. Atlanta, GA  
30303-8909  
404-562-7886  
TDD: 404-331-2867

Florida Department of Health –  
Hillsborough  
P.O. Box 5135  
Tampa, FL 33675  
813-307-8000

Disability Rights Florida 2473 Care  
Drive, Suite 200  
Tallahassee, FL 32308  
1-800-342-0823  
1-800-346-4127 (TDD)

Central Florida Behavioral Health  
Network  
719 South US highway 301  
Tampa FL 33619  
813-740-4811

## CHANGES TO THIS NOTICE

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for health information we already have about you as well as any information we receive in the future. We will post a copy of the current notice. The notice will contain the effective date. In addition, we will offer you a copy of the current notice in effect.

### GRACEPOINT FUNDERS:



Gracepoint

is a 501(c)(3) Corporation.

Selected programs at Gracepoint accredited by Joint Commission on Accreditation of Healthcare Organizations (JCAHO)