



CLIENT HANDBOOK

Outpatient Clinic

January 2025

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INTRODUCTION

Welcome to Netcare

Established in 1972, Netcare Access is Franklin County's mental health and substance use crisis intervention and assessment services for adults and adults with developmental disabilities.

Our goal is to help you, your family, or your friends get the highest quality service you need, as quickly as possible. This handbook addresses important issues such as confidentiality and your rights as a client at Netcare. Please read it thoroughly. If you have questions, feel free to ask any of our staff.



Mission

We help people in need of behavioral healthcare and emotional support by providing comprehensive, evidence-based services needed to attain recovery and maintain well-being. We also help the courts and community agencies by providing professional evaluations and assessments for those that need them.

MISSION AND VALUES

Values

Caring

We contribute to the welfare of those whom we serve.

Excellence

We go beyond what is expected.

Accountability

We are responsible to our clients, to our funders, to other stakeholders, and to the general public.

Respect

We treat everyone with dignity about who they are or the circumstances of our involvement with them.

Collaboration

We work with other interested parties and stakeholders to contribute to the betterment of behavioral health systems and programs in the community.

Trauma Sensitive

We understand, anticipate, and respond to the needs of those who have experienced trauma, by providing a comforting and safe treatment environment, promoting self-empowerment of the client.

Cultural Awareness and Relevancy

We understand and address the role of race and implicit biases; how these can affect client and staff behaviors, attitudes, and responses; and how these can impact staff interactions with clients and with each other.

Outpatient Services

Netcare Access provides ongoing behavioral health outpatient services supported by a federal Certified Community Behavioral Health Clinic (CCBHC) grant. Services include case management, psychiatric assessment and evaluation, individual counseling and psychiatric medication management. The outpatient staff consist of Licensed Social Workers, Counselors, Psychiatrist, Nurse Practitioners, Case Managers and Registered Nurses that work as a team to treat each client collaboratively and holistically. Care is person-centered and focused on each client's individual needs, while utilizing evidence-based tools and interventions to effectively treat mental health disorders. Services provided are designed to assist clients and their supports in meeting their goals related to psychological functioning and coping abilities.



OUTPATIENT INFORMATION

Outpatient Services

Outpatient Clinic Hours

Monday: 9:00am-5:00pm

Tuesday: 9:00am-5:00pm

Wednesday: 12:00pm-8:00pm

Thursday: 9:00am-5:00pm

Friday: 9:00am-5:00pm

The Outpatient Clinic is closed on weekends and federal holidays. If you require immediate assistance when the Clinic is closed, please call 614-276-CARE.

Location and Phone

199 South Central Avenue, Door 2
Columbus, Ohio 43223

Phone: 614-275-6184

Fax: 614-388-8471

Netcare's Outpatient Clinic is centrally located in Franklinton, on the corner of West Town Street and South Central Avenue. The Clinic is accessible and follows ADA guidelines. Appointments are provided in person and telehealth. Translation services are available upon request.

Services Provided

Assessment

Full psychosocial assessment to assess needs and initiate treatment.

Case Management

Assigned Case Managers assist with accessing available county and government assistance, applying for Medicaid, transportation to appointments etc.

Individual Counseling

Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), Acceptance and Commitment Therapy (ACT), Motivational Interviewing, Solution Focused Therapy, Eye Movement Desensitization and Reprocessing (EMDR)

Psychiatry and Medication Management

Comprehensive psychiatric evaluation and ongoing medication management in conjunction with a full nursing evaluation.

Nursing

Full Assessment completed with a Registered Nurse, assistance with referrals to primary care and administration of injectable psychiatric medications.

Additional Netcare Services

Crisis Stabilization Unit

Individuals who require a few more days of stabilization following a crisis are offered the option to stay at Netcare's Crisis Stabilization Unit as an alternative to a psychiatric hospitalization.

Miles House

Miles House is a co-ed, short term residential treatment facility in the west side of Columbus for individuals struggling with mental health issues.

Community Mobile Team

Netcare's Community Mobile Team pair a licensed mental health clinician with a peer support specialist offering clinical expertise and lived experience support for each individual in a mental health or substance use crisis.

Emergency Response Service (614-276-CARE)

Emergency Response Service is the dedicated Netcare Access team that answers the 24/7 Crisis Phone Line for anyone in need of assistance or in a mental health or substance abuse crisis.

Developmental Disability Services

Netcare Access offers specialized crisis and assessment services for adults, 18 years and older, with a dual diagnosis of mental illness and and developmental disabilities.

FREQUENTLY ASKED QUESTIONS

Fees and Insurance

Netcare's Outpatient Clinic accepts all forms of Ohio Medicaid and Medicare. Clients without insurance will be assessed using the local ADAMH Sliding Fee Scale, which can be found on our website (www.netcareaccess.org/services/outpatient-services).

Netcare provides treatment to all clients, regardless of ability to pay or county of residence.

Appointment Reminders and Cancellations

Netcare will provide an appointment reminder one business day prior to your appointment.

Please call the Outpatient Clinic directly at 614-275-6184 as soon as you know that you will be late to, or miss, your appointment.

Three same day cancellations and/or 2 consecutive no-shows to scheduled counseling appointments may result in the Outpatient Clinic discontinuing counseling services with you. Case management and medication management services will still be available.

Medication Refills

Netcare will not accept faxed medication refill requests from pharmacies. Please call the clinic directly to request a medication refill. Provide your name, date of birth, phone number, medication and pharmacy. If you need to leave a message, we will return your call within 1 business day.

FREQUENTLY ASKED QUESTIONS

What happens at my first appointment?

Your first appointment will be with a Licensed Social Worker and will last about an hour. The clinician will assess your current symptoms, history of treatment, and other subjects before providing a recommendation for further treatment.

When will I see a doctor for medications?

After completing your first appointment, you will be scheduled for an intake appointment to meet with the Case Manager, Nurse and Prescriber. This appointment usually takes 2 hours, and you will have the opportunity to discuss medication during this time.

How long does treatment last?

Length of treatment varies from person to person. You will work with your treatment team to create an individualized plan with targeted goals and objectives.

What if I am having a psychiatric emergency and Netcare Outpatient is closed?

Netcare operates a 24/7/365 crisis phone line at 614-276-2273. Please call this number or 988 if you are having a psychiatric emergency.

Who should I contact if I need a copy of my records?

To receive a copy of your records, you will need to complete a Release of Information form. Please call the Outpatient Clinic at 614-275-6184 for assistance.

Are Telehealth Appointments an option?

Yes, the Outpatient Clinic has the ability to see you virtually for counseling and medication management appointments. You must be located in the state of Ohio, be in a secure and private environment and have good internet connection. Netcare will send you a Microsoft Teams link via email to access your appointment.

CLIENT POLICIES

Client Non-Discrimination Policy

All Netcare services are available without regard to race, ethnicity, age, color, religion, national origin, sex, gender, gender identity/expression, sexual orientation, physical or mental disability, developmental disability, genetic information, HIV status, AIDS-related complex or AIDS, economic circumstances, veteran status, or in any manner prohibited by local, state, or federal law. Additionally, all persons and organizations having occasion either to refer to or recommend Netcare are advised to do so without regard to the person's race, ethnicity, age, color, religion, national origin, sex, gender, gender identity/expression, sexual orientation, physical or mental disability, developmental disability, genetic information, HIV status, AIDS-related complex or AIDS, economic circumstances, or veteran status. Reasonable accommodation for physical disabilities shall be provided upon request, including auxiliary aids for hard of hearing and sensory impaired persons. If you feel you have been discriminated against based on any of the above, please contact our Client Rights Officer.

Advance Directives

If you have any advanced directives concerning your behavioral health care, please share these with staff at the time of your admission to the program where you are being served, and we will do our best to accommodate your wishes in the services you receive at Netcare.

If you need assistance in completing a psychiatric advance directive, please contact your case manager or outpatient staff member.

Client Input

All clients receiving services at Netcare are encouraged to fill out a Client Satisfaction Survey at the conclusion of their visit. This form allows you to comment on your care, the outcomes achieved, and your satisfaction with services. Your input is valued and important, as it will help us to continue to improve the quality of the services we provide. If you have any questions about this form or its completion, please ask any staff person in the program area where you are receiving services. We would like to contact you to see how you are doing and be of further assistance to you after you are discharged.

CLIENT POLICIES

Publicly Funded Disclosure Statement

All information in the ADAMH Board's Personal Information System ("SmartCare") and the Medicaid Information Technology System (MITS) will be kept confidential in accordance with state and federal law. Name identifying information is required to pay for services provided to you. Other information will be reported in accordance with applicable state and federal laws to Ohio Department of Mental Health and Addiction services (OhioMHAS), the Ohio Department of Job and Family Services (ODJFS), and other organizations which are required by law to collect such information. Name-identifying billing information will only be kept for seven years after you have received services, and only demographic other non-name identifying information will be kept after that time.

Additional Disclosures

As a condition for receiving public funds, Netcare must report the following information to the appropriate CMH/ADAS/ADAMH Board(s), and/or OhioMHAS:

- Information about reportable incidents/occurrences that involve you;
- Information required for audit purposes;
- Information required for evaluation purposes to measure the effectiveness of services and evaluate treatment outcomes in your case and others like it; and
- Information regarding the characteristics of persons seeking/ receiving services and the services provided. The Board and the Departments use the information in aggregate form for service planning and evaluation purposes.

Netcare Code of Ethics

Netcare has established a Code of Ethics to guide the actions of all employees. All staff members are expected to know and adhere to this Code of Ethics, the purpose of which is to help staff identify and do the right thing.

In addition, staff licensed and privileged to practice a profession will be held to the standards set forth by their professional licensing board. Professional disclosure statements for licensed staff at Netcare are available upon request.

CLIENT POLICIES

CLIENT RIGHTS AND GRIEVANCE PROCEDURE

To the extent possible, your client rights and Netcare's grievance procedure will be provided to you at the time of your first visit. If you are in crisis, staff will verbally advise you immediately of pertinent rights, such as the right to consent to or refuse the offered treatment and the consequences of that agreement or refusal. We may delay giving you the actual written copy and a full verbal explanation until you are better able to understand this information. You are asked to verify your receipt of this information by initialing the appropriate box and signing the Consent to Treatment form or by giving us your verbal consent. Staff providing information and referral, consultation, education, prevention, and training services to clients and community recipients shall provide copies of this policy upon request.

The Client Rights Officer (CRO) is responsible for accepting any complaint or grievance and for overseeing the investigation of any complaint or grievance filed by a client or other person or agency on your behalf. All complaints will be investigated within 10 days of receipt and appropriate follow-up and corrective actions will be taken as necessary.

You may also file a written grievance at any time with Netcare or any of the resource agencies included in this handbook. If you need help doing this, the CRO is available to help you with this if requested. The CRO will also represent you at the grievance hearing before an impartial decision-maker if you desire. Written grievances will be processed within 20 days of receipt, and you will be sent a written statement of the results. In addition, the CRO will provide, upon request, information relevant to the grievance to any of the resource agencies included in this handbook.

If your complaint or grievance is against the CRO, the CEO will assign a director to handle your complaint, please call (614) 274-9500. All corporate staff are familiar with the client rights policy and grievance procedure and are available to explain any and all aspects of these to you.

Your rights as a client at Netcare are outlined below. If you feel any of these rights have been violated or have other complaints about Netcare's services or staff, please call Netcare's Client Rights Officer (CRO) at (614) 274-9500. Your call will be returned weekdays between 8 am and 5 pm.

CLIENT POLICIES

CLIENT RIGHTS AND GRIEVANCE PROCEDURE (CONTINUED)

All Clients Receiving Crisis Intervention, Assessment, Outpatient, and Residential Services have the following rights:

1. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
 2. The right to reasonable protection from physical, sexual or emotional abuse, neglect, and inhumane treatment;
 3. The right to receive services in the least restrictive, feasible environment;
 4. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
 5. The right to give informed consent to or to refuse any service, treatment or therapy, including medication, absent an emergency;
 6. The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
 7. The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
 8. The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
 9. The right to be advised of, and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs, or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;
 10. The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
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CLIENT POLICIES

CLIENT RIGHTS AND GRIEVANCE PROCEDURE (CONTINUED)

11. The right to have access to one's own client record, unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
12. The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary.
13. The right to be informed of the reason for denial of a service.
14. The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, national origin, sex, gender, gender identity/expression, sexual orientation, physical or mental disability, developmental disability, genetic information, HIV status, AIDS-related complex or AIDS, economic circumstances, veteran status or in any manner prohibited by local, state or federal laws.
15. The right to know the cost of services.
16. The right to be verbally informed of all client rights, and to receive a written copy upon request;
17. The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations.
18. The right to file a grievance;
19. The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
20. The right to be informed of one's own condition; and,
21. The right to consult with an independent treatment specialist or legal counsel at one's own expense.

Additional rights specific to clients in Netcare's residential facilities are contained in the CSU and Miles House client handbooks.

CLIENT POLICIES

CONFIDENTIALITY OF ALCOHOL AND DRUG ABUSE PATIENT RECORDS

Information in ALL clinical records is confidential, except where disclosure is permitted or required by law. Please refer to Netcare's Notice of Privacy Practices for more information regarding confidentiality. However, we are required by law to provide the following statement specifically about alcohol and drug abuse patient records:

Per 42 CFR 2.22(d): The confidentiality of alcohol and drug abuse client records maintained by this program is protected by federal law and regulations. Generally, Netcare may not say to a person outside the agency that a client attends or receives services from Netcare, or disclose any information identifying a client as an alcohol or drug abuser UNLESS:

- The client consents in writing;
- The disclosure is allowed by court order;
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation purposes;
- Client is at risk for harm to self and/or others;
- Disclosure is required by law

Violation of the federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with federal and state regulations. Federal law and regulations do not protect any information about a crime committed by a client either at Netcare or against any person who works for Netcare, or about any threat to commit such a crime. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

RESOURCE AGENCIES

Franklin County ADAMH Board

447 East Broad Street
Columbus, Ohio 43215
PH: (614) 224-1057

Ohio Dept. of Mental Health & Addiction Services (OhioMHAS)

30 East Broad Street, 7th Floor
Columbus, Ohio 43215-3430
PH: (614) 466-2596
TTY: (614) 752-9696
Toll free Bridge: 1(877) 275-6364

Disability Rights Ohio

200 S. Civic Center Drive, Suite 300
Columbus, Ohio 43215-7510
PH:1 (800) 282-9181
(Toll free in Ohio only)
TTY: (614) 728-2553 or 1 (800) 858-3542
(Toll free in Ohio only)
Fax: (614) 644-1888

Office of the Attorney General

Medicaid Fraud Control Unit
150 East Gay Street, 17th Fl.
Columbus, Ohio 43215

Office for Civil Rights

U.S. Dept. of Health & Human Services
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
PH: 1 (800) 368-1019 TDD: 1 (800) 537-7697
Fax: (202) 619-3818
Email: ocrmail@hhs.gov

Ohio Counselor, Social Worker and Marriage & Family Therapist Board

77 S. High Street, 24th Floor
Room 2468
Columbus, Ohio 43215-6171
PH: (614) 466-0912
Fax: (614) 728-7790

State Medical Board of Ohio

30 E. Broad St., 3rd Floor
Columbus, Ohio 43215-6127
PH: (614) 466-3934
Fax: (614) 728-5946

Ohio Board of Nursing

17 South High Street, Suite 660
Columbus, Ohio 43215-7410
PH: (614) 466-3947
Fax: (614) 466-0388