



Leading
By Example

Treatment Orientation and Acceptance

Leading By Example offers several services. Upon admission, we will conduct a comprehensive assessment. We will place you into a level of care that will best meet your needs; if your needs require a higher level of service than we offer, we will discuss a referral for you.

Diagnostic Assessment

Upon entry, a clinician will work with you to complete a comprehensive diagnostic assessment, examining biopsychosocial factors impacting functioning and mental health. Clinicians may conduct such an assessment on an annual basis, following initial entry into treatment. If during this initial assessment it is deemed that LBE's outpatient services are not appropriate, we will offer an appropriate referral.

Outpatient Therapy

Outpatient therapy consists of treatment that can be conducted on an individual, family or group basis, when available. When possible, we encourage the incorporation of your identified family members. Clients enrolled in outpatient therapy receive an individualized treatment plan which helps to identify and support the client to reach his/her goals. Treatment will be considered successfully complete when the treatment team and client both agree that individualized goals have been achieved and no new goals are identified.

Group Information (if applicable)

Group Expectations

1. All Clients will be expected to attend assigned groups on time.
2. All Clients assigned to a group will participate to the best of their ability, the staff being cognizant of individual differences and abilities.
3. There will be no smoking, e-cigarettes or chewing tobacco during groups.
4. Expectations about group participation will be outlined to Clients in the orientation process.

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5. All Clients are expected to maintain the confidentiality of others in the group relative to information that may be shared.
6. The group processes are a major factor in the development and maintenance of a therapeutic environment, and cell phone use is discouraged to maintain engagement and minimize distractions to others.

Medication Management

In order to receive medication management, a client must complete at least two sessions with a therapist prior to scheduling an evaluation with a provider. All clients are encouraged to receive a psychiatric evaluation with a prescriber; this does not mandate that medication is prescribed.

Clients of Leading By Example LLC Possess the following rights:

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All individuals, who apply for services, regardless of sex, race, age, color, creed, financial status, or national origin are assured that their lawful rights as Clients shall be guaranteed and protected. While being served, you the Client is assured and guaranteed the following rights:

1. To be treated with respect and dignity.
2. To receive timely treatment by qualified professionals.
 - a. Every effort will be made to use the least restrictive, most appropriate treatment available, based on Client needs.
 - b. Each Client shall be afforded the opportunity to participate in activities designed to enhance self-image.
 - c. An individualized rehabilitation plan shall be developed for each Client in accordance with COMAR Regulations.
3. To receive quality treatment that is best suited to his/her needs and shall include appropriate services medical, vocational, social, educational, and/or rehabilitative services.
4. To express by signature an informed consent of the right to release information for communication purposes with other agencies.
5. To receive communication and correspondence from individuals.
6. To privacy for interview/counseling sessions.
7. To practice your religious practices.
8. To be provided humane care and protection from harm.
9. To contract and consultation with legal counsel and private practitioners of your choice at your expense.
10. To exercise your constitutional, statutory, and civil rights.
11. To be free of physical restraint or seclusion.
12. To be provided on the nature of treatment or habilitation, the known effects of receiving the treatment or rehabilitation, and alternative treatment or habilitation programs.
13. To be provided information on an ongoing basis regarding your treatment.
14. To be provided services in accordance with standards of practice, appropriate to your needs, and designed to afford a reasonable opportunity to improve your condition.
15. To confidentiality of the Client being in treatment and of the Client's records. The Federal Rules restricts any use of information to criminally investigate or prosecute any alcohol or drug abuse Client. Federal regulations state any person who violates any provision of the law shall be fined not more the \$500.00 in the case of the first offense and not more than \$5,000.00 in the case of each subsequent offense, except where noted in the Federal Law of Confidentiality, 42 CFR, Part 2, Section 2.22, which includes the following:

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- a. The limited circumstances of release of Client information includes, crimes on program premises or against program personnel, medical emergencies, mandated reports of child abuse or neglect, elderly abuse, threats to harm self or others, research, audit and evaluations, or court orders.
16. To receive full information regarding the treatment process.
17. To refuse treatment.
18. To refuse medication
19. To an individualize rehabilitation plan
20. To be told appropriate terms, language, the content and objective of the service or rehabilitation, the nature and significant possible negative effects of service or rehabilitation
21. To obtain name, title, and role of the staff members who are directly responsible for carrying our clients' services records.
22. The right, with written permission, for the client's attorney to have access to his/her records
23. The right, prior to admission, to explanation of clients' rights in the term language that he/she can understand and to have a list of client's rights posted in a prominent place in facility
24. The right to file grievance if the clients is not satisfied with the service or rehabilitation that he/she receives
25. To all other constitutional and legal rights, including the right to personal clothing and effects.
26. To be informed of the Client grievance procedure upon request.
27. To file a complaint if you feel your rights have been violated.
 - ❖ The HIPAA Privacy Officer/Corporate Compliance Officer: (888) 576-8373.
 - ❖ The U.S. Department of Health and Human Services at for privacy or breach of confidentiality (HIPAA):
 - The U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Toll Free: 1-877-696-6775

Notice of Privacy Practices

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

Introduction

Leading by Example, LLC is committed to treating and using protected health information about you responsibly. This Notice of Health Information Privacy Practices describes the personal information we collect, how and when we use or disclose that information. It also describes your rights as they relate to your protected health information. This Notice is effective July 1, 2005 and applies to all protected mental health information as defined by federal regulations.

Understanding Your Mental Health Record/Information

Each time you visit a Leading by Example, LLC staff member, a record of your visit is made. Typically, this record contains your presenting problems, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your “medical record” serves as:

- A basis for planning your care and treatment,
- A means of communication among the many mental health professionals who contribute to your care,
- A legal document describing the care you received,
- A means by which you or a third-party payer (Medicaid, Healthy Kids, etc.) can verify that services billed were actually provided,
- A tool in educating mental health professionals,
- For a specific part of your medical record, we utilize a secure progress measures tool/database (Greenspace) where your name and appropriate outcomes measures data are recorded. This is a tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.
- A source of data for medical research,
- A source of information for public health officials charged with improving the mental health of this state and the nation,
- A source of data for our planning and marketing,

Understanding what is in your medical record and how your mental health information is used helps you to ensure its accuracy, better understand who, what, when, where and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

Our Health Information Rights

Although your medical record is the physical property of Leading by Example, the information belongs to you. You have the right to:

- Obtain a paper copy of this Notice of Privacy Practices upon request,
- Inspect and copy your case record as provided in 45 CFR 164.524,

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- Amend your case record as provided in 45 CFR 164.528,
- Obtain an accounting of disclosures of your mental health information as provided in 45 CFR 164.528,
- Request communications of your mental health information by alternative means or at alternative locations,
- Request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522, and
- Revoke our authorization to use or disclose mental health information except to the extent that action has already been taken.

Our Responsibilities

Leading by Example, LLC is required to:

- Maintain the privacy of your mental health information,
- Provide you with this notice as to our legal duties and privacy practices with respect to information we collect and maintain about you,
- Abide by the terms of this notice,
- Notify you if we are unable to agree to a requested restriction, and
- Accommodate reasonable requests you may have to communicate mental health information by alternative means or at alternative locations.

Leading by Example, LLC reserves the right to change our practices, and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to the address you have supplied to us, or if you agree, we will e-mail the revised notice to you.

Leading by Example, LLC will not use or disclose your mental health information without your authorization except as described in this notice. We will also discontinue using or disclosing your mental health information after we have received a written revocation of the authorization according to the procedures included in the authorization. If you believe your privacy rights have been violated, you can file a complaint with the Leading by Example, LLC Privacy Officer or with your regional office for Civil Rights, U.S. Department of Health and Human Services. There will be no retaliation for filing a complaint with either the Privacy Officer or the Office for Civil Rights.

Examples of Disclosures for Treatment, Payment, and Health Operations

We will use your health information for treatment:

For example: Information obtained by a nurse, physician, counselor, or other member of your mental health care team will be recorded in your record and be used to determine the course of treatment that should work best for you. Your physician will document in your record his/her expectations of the members of your health care team. Members of your health care team will then record the actions they took and their observations. That way, your physician will know how you are responding to treatment.

With your written consent, we will also provide your physician or a subsequent health care provider with copies of various reports that should assist him/her in treating you once you are discharged from Leading By Example LLC.

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We will use your health information for payment:

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, and the treatment procedures that have been used.

We will use your health information for regular mental health operations:

For example: With your written consent, we will share your relevant mental health information with other providers involved in your care, to help assist in the coordination of your care. This may include psychiatrists, physicians, psychologists, licensed counselors, or psychiatric hospitals or licensed mental health organizations, prior to or after us, who have provided you with mental health care.

Communication with family:

With your written consent, health professionals using best judgment may disclose to a family member, other relative, close personal friend, or any other person you identify, mental health information relevant to that person's involvement in your care or payment related to your care.

Marketing:

We may contact you to provide appointment reminders, information about treatment alternatives or other health related benefits and services that may be of interest to you.

Fundraising:

We may contact you as part of a fundraising effort.

Workers Compensation:

We may disclose health information to the extent authorized by, and to the extent necessary, to comply with laws relating to Workers Compensation or other similar programs established by law.

Public Health:

As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Law enforcement:

We may disclose health information for law enforcement purposes as required by law, or in response to a valid subpoena and court order.

Medical Emergencies, Research, and Audits

Per 42 CFR 2.51, 2.52, & 2.52, disclosures may be made in cases of medical emergency; for research purposes when researching entities meet specific standards laid out in 24 CFR 2.52; and for audits from governing bodies when materials are not removed from the premises of Leading By Example LLC

Federal law makes provision for your health information to be released to an appropriate mental health oversight agency, public mental health authority, or attorney provided that a work force member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards, and are potentially endangering one or more other consumers, staff, or the public.

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REQUESTING A RESTRICTION ON THE USE OR DISCLOSURE OF YOUR INFORMATION

You may request a restriction on the use or disclosure of your protected health information.

Leading by Example, LLC will restrict the use or disclosure of your protected health information.

Use or disclosure of protected information in violation of an agreed upon restriction will be a violation of the federal privacy standards.

CONCERNS

If you believe your privacy rights have been violated, you may make a complaint by contacting the numbers listed below. No individual will be retaliated against for filing a complaint.

- ❖ The Joint Commission contact number: 1-800-994-6610
- ❖ Baltimore County Core Service Agency contact number: 410-887-3828
- ❖ Baltimore County Behavioral Health Administration contact number: 410-887-3828
- ❖ The U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Toll Free: 1-877-696-6775
- ❖ The U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Washington, D.C. 20201
Toll Free: 1-877-696-6775

Limits of Confidentiality of Mental Health, Alcohol & Drug Abuse Client Records

The confidentiality of mental health, alcohol abuse, and/or drug abuse. Records maintained by this program is protected by Federal laws and regulations. Generally, the program may not say to a person outside the program that a client attends the program, or disclose any information identifying a client as an alcohol abuse, or drug abuser UNLESS:

1. The client consents in writing;
2. The disclosure is allowed by a court order, or
3. The disclosure is made to medical personnel in a medical emergency or

to qualified personnel for research, audit or program evaluation.

Violation of the Federal laws and regulations by a program is a crime. Suspected violations may be reported to the appropriate authorities in accordance with Federal regulations.

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Federal laws and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime, physical abuse of the elderly or a child, threats of homicidal or suicidal.

Federal laws 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.

I understand that my records are protected under Federal Confidentiality regulations (42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations) published August 10, 1987, and cannot be disclosed without my written consent unless otherwise provided in the regulations. I understand that my medical record may contain information concerning my psychiatric, psychological, drug or alcohol abuse, HIV/Acquired Immune Deficiency Syndrome (AIDS) and/or related conditions.

We work from a team approach at Leading By Example, LLC. Therefore, there may be times when it is necessary for us to consult with other professional staff either individually or at our clinical team meetings in an effort to provide you with the highest consideration and quality. Our clinicians are all professionally licensed, graduate student interns or clinicians working toward licensure in mental health counseling.

No information will be released from Leading By Example, LLC regarding counseling or consultation sessions without your expressed written consent. If you wish information to be released to anyone, it will be necessary for you to complete a Release of Information form, stipulating the professional to whom the information is being sent. The law stipulates that in the event of imminent danger to yourself or others, we must breach confidentiality. We must also act in accordance with the Child Protection Act of the State of Maryland.

All information given to or obtained by Leading By Example LLC. will be utilized solely for your rehabilitation and the administration of the program. Information may also be released if required by Federal Law or in response to legal investigations or court orders. Leading By Example LLC. will not release your information without your written consent.

Grievance Policy and Procedure

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Leading By Example LLC, has a system that provides a fair and efficient process to resolve grievances where a client/guardian (if applicable) believes his/her rights have been violated.

Procedure for filing a complaint:

- Client/guardian (if applicable) shall make a verbal complaint to their assigned Therapist. If the complaint can be handled to the satisfaction of the client by the staff to which it is made, the process can end there.
- If the client/guardian is unable to resolve the grievance via a verbal complaint, they may request a grievance form, which will be reviewed by the Therapist's immediate supervisor.
- The therapist shall make copies of the grievance form and forward a copy to the Program Director and a copy in the client's file.
- The therapist's immediate supervisor will investigate within 3 business days and report his/her findings to the Program Director.
- If the grievance is unable to be resolved within 5 working days the Program Director and Clinical Director will meet with all parties involved and make an appropriate decision.
- A copy of the grievance and its findings will be forwarded to the clients file.
- If the client/guardian (if applicable) is unable to resolve the grievance by utilizing the steps above, they can contact their local Core Service Agency (CSA) at 410- 887-3828.
- If the client/guardian (if applicable) is still unable to resolve the grievance by utilizing the steps above, they can contact their local Joint Commission at 630- 792-5800.



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Discharge Policy and Procedure

Leading By Example LLC, is committed to providing high quality services. It is essential that clients understand our policy for discharge or termination of services. Termination of services shall, whenever possible, be a collaborative effort between LBE, client, parent (if applicable) and others in the service network. Clients may be discharged from LBE for the following reasons:

- Client has successfully achieved goals and no new goals are identified
- Client/Guardian requests discharge
- No participation in services for a period of 60 days
- Inactive medical insurance
- Client presents as a threat to the health or safety of LBE staff members and/or clients
- Client requires a higher level of care for a period longer than 30 days

Procedure

- LBE will facilitate a collaborative discharge process after assessing the client's needs and providing appropriate referral support.
- If a client is unable to be present for services due to hospitalization or other temporary reason, the client's file will remain open until they are able to be present for service.
- Program services may be terminated by the request of parents and/or legal guardian (if applicable).