



WELCOME TO OUR PROGRAM!

Family Service Association of Bucks County

We listen, care and help. Every Day.

Behavioral Health Department

Table of Contents

1. Welcome
2. Hours of Operation
3. Psychiatric Services
4. Intake and Service Process
5. Client Rights
6. Client Responsibilities
7. Cancellations/Missed Appointments
8. Advanced Directive Guide
9. Notice of Privacy Practices for Medical Programs
10. Civil Rights Compliance
11. Complaint-Grievance Form
12. Fee Schedule

Welcome to Family Service Association Outpatient Behavioral Health Program

Family Service Association's Outpatient Behavioral Health Department is designed to support you in your recovery from mental health, substance use, and co-occurring disorders. We are committed to delivering the highest quality services. Family Service provides integrated services, with consideration for your behavioral health, physical health, and quality of life needs. We understand life happens and will strive to meet you where you are and work with you to get where you want to be. Our services are strengths based, trauma informed, and individualized to provide the support best suited for you. We encourage you to include people who support you in your treatment.

The Behavioral Health Department offers the following services:

- Individual Therapy
- Group Therapies – examples of topics include:
 - Co-occurring Disorders
 - Anger Management
 - Trauma (TREM/MTREM)
 - Creative Expressions
 - Thinking for a Change
 - PNAP – Pennsylvania Nursing Assistance Program
 - MATRIX
 - MRT
- Family Therapy
- Psychiatric Services
- Blended Case Management
- Peer Support Services
- Nurse Navigation
- Nursing Services
- Center of Excellence for Opioid Use Disorders (COE)

We look forward to working with you. Thank you, again, for choosing Family Service Association. Please review the following information about our program designed to help you get to know us.

For more information about our agency programs and locations, please visit our website at www.fsabc.org.

Hours of Operation

Please call 215-757-6916 for an appointment

Langhorne Office: 4 Cornerstone Drive

- Mon. – Wed. 8:30am – 8:00pm
- Thur. – Fri. 8:30am – 5:00pm

Bristol Office: 2 Canal's End, by appointment only

Psychiatric Services

In keeping with best practices, Family Service does not offer psychiatric services to clients who do not regularly attend therapy.

Because we care about the opioid epidemic and other addictions in our community, our psychiatrists are committed to exploring all non-addictive; non-habit-forming medications to best meet your needs. If you are already prescribed a benzodiazepine medication, Family Service psychiatrists may work with you to safely decrease and discontinue these medications.

Our psychiatrists are required to use Pennsylvania's Prescription Drug Monitoring Program which collects information on controlled substances such as benzodiazepine, opiates, and stimulants. We routinely review the system each time you are seen by the psychiatrist because combining controlled substances with psychiatric medication can be very dangerous. Our psychiatrists will work with you and your prescribing doctor to wean you off these substances and to prescribe medications that are both safe and effective.

Lab work and drug testing may be requested periodically based on individual needs as determined by the doctor and/or nurse.

Intake and Service Process

Upon intake for outpatient therapy, you will be given a Biopsychosocial Assessment by a qualified agency staff member. For the BCM program, you will have an initial meeting followed by Intake Assessment done by a Case Manager or Supervisor. These assessments are designed to help us get to know you.

Based upon this intake assessment and your expressed preferences, the therapist or case manager will work with you to develop goals & measurable objectives for your Treatment or Service Plan.

- This will involve discussion about which services best fit your needs.
- Plans are reviewed at regular intervals to evaluate progress made, barriers to progress, and changes to the plan which may be needed.

Therapy Sessions and/or Case Management meetings will be scheduled with you at a time most convenient to you within agency hours of operation. Regular attendance and participation in treatment is expected to help you achieve your goals. Please review Attendance Contract included in this Welcome Packet.

If you would like to receive Psychiatric Services, a psychiatric evaluation will be scheduled, provided you are regularly participating in therapy.

- Family Service reserves the right to cancel psychiatric evaluations for clients who are not regularly attending therapy.

In services designed to address substance use and co-occurring disorders, goals routinely include but are not limited to:

- Understanding the disease concept of addiction and the recovery process
- Harm reduction
- Development of an effective support system
- Enhancement of basic life skills
- Development of a lifestyle supportive of recovery
- Demonstrated ability to maintain sobriety
- Active participation in treatment, discharge planning and after care

Discharge from service generally occurs with achievement of your goals

- Family Service may discontinue services before achievement of goals due to behaviors that generally indicate someone is not ready for the service. Examples include:
 - Irregular attendance or frequent cancellations
 - Persistent misuse of alcohol, drugs, or prescription medication
 - Selling medication or drugs to other Family Service clients and/or on any Family Service premise
 - Buying or otherwise obtaining medication or drugs from other Family Service clients and/or on any Family Service premise
 - Threatening or violent behavior
 - Determined need for a higher level of care
 - In these instances, we will provide assistance in obtaining the recommended level of care.

Client Rights

All individuals participating in services have both rights and responsibilities. The following are your basic rights:

1. To receive care or treatment under section 7 of the act (71 P.S. & 1690.107) shall retain civil rights and liberties except as provided by statute. No client may be deprived of a civil right solely by reason of treatment.
2. To be treated with respect by staff and to not be discriminated in the provision of services based on race, color, national origin, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity).

3. To inspect their own records. The project, facility or client director may temporarily remove portions of the records prior to the inspection by the client if the director determines that the information may be detrimental if presented to the client. Reasons for removing sections shall be documented in the record. You can receive a copy of any forms you sign and to the Notice of Privacy Practices, which review your rights to confidentiality, uses and disclosure of information and how to file a complaint. See enclosed Notice of Privacy Practices for more information. We may charge a reasonable fee for photocopying services and materials.
4. To appeal a decision limiting access to their records to the director.
5. To request the correction of inaccurate, irrelevant, or outdated or incomplete information in their records.
6. To submit rebuttal data or memoranda to their own records.
7. To a Treatment/Service plan that is developed with you and that addresses your behavioral health, physical health, and/or quality of life goals.
8. To decline and/or discontinue service and/or medication. If your treatment is related to a legal concern, we recommend you consult with your PO or attorney before ending services.
9. To know in advance if you are involved in any research study which involves you personally and/or which uses information that could identify you. You have the right to refuse to participate in such research.
10. To ask about the agency's or staff's professional qualifications, to comment on agency policies and services and to make suggestions for improvements.
11. To discuss concerns, complaints, and grievances regarding delivery of services to you. You may request a written copy of the formal grievance procedure from your provider or another agency employee.
12. To a clear explanation of treatment options and to seek services with another provider based on your personal preferences.
13. To receive a clear explanation of diagnoses and treatment recommendations pertaining to you or your child under 14.
14. To Family Service's "Client Service" policies & procedures, which are available upon request. We may charge a reasonable fee for photocopying services and materials.
15. To review and correct the information collected by the Prescription Drug Monitoring Program once per calendar quarter at no cost by requesting in writing from the PA PDMP website at www.doh.pa.gov/PDMP or by calling 844-377-7367.

Client Responsibilities

The following are your basic responsibilities:

1. To treat your service providers with dignity and respect regardless of race, color, national origin, age, disability, religion or sex (including pregnancy, sexual orientation, and gender identity).
2. To share important information about you so we can know how to best meet your service needs.
3. To express when you do not understand or agree with a recommendation made so that we can discuss and come to a mutual understanding/resolution.
4. To follow your agreed upon Treatment/Service Plan.
5. To adhere to the prescribed medication plan and to inform your therapist and psychiatrist of any new medications or changes in medications prescribed.
6. To provide us with releases of information for an emergency contact and other important supports and providers so we may communicate in an emergency and/or upon your request.
7. To discuss concerns and file complaints and grievances regarding delivery of services to you, record contents with which you disagree, treatment by staff, etc. (See enclosed Complaint-Grievance Form).
8. To maintain eligibility with insurance/funders and to notify Family Service right away of any changes in eligibility. See enclosed Fee Schedule.
9. To attend your appointments regularly and if there is a need to cancel, to notify us in 24 hours in advance.
10. To attend appointments sober. If you come to the office under the influence, staff will reschedule your appointment. If you drove to the office, you will need to make arrangements for a ride home. Family Service abides by the law and for your own safety, will notify police if you drive from the premises while under the influence.

Cancellations and Missed Appointments

Family Service believes in the importance of consistent attendance to appointments. To support this, we provide extended hours to increase our access to you. In turn, we welcome your commitment to regular attendance which can increase the effectiveness of services.

Cancellations and missed appointments are a problem because they:

- delay your progress
- prevent services to others who want them and are waiting for an appointment

We understand there are occasions when you may need to cancel or reschedule an appointment. If this is necessary:

- Please provide at least 24 hours advance notice of cancellation.
- If your appointment falls on a Monday or the day after a holiday, please notify us by Friday or the last workday the week before the appointment.
- You may leave a message on our voice mail if no one is available to take your call.
- Because we have individuals who want and are waiting for services, if you have two successive cancellations or three or more intermittent cancellations in a limited period of time, we may assign you to a waiting list or discontinue services. This will be discussed with you, or a letter may be sent. Please review Attendance Contract.

Fees

See enclosed Fee Schedule

- Services for clients with Medicaid funding are fully covered by Medicaid, so there is no charge to the client. If a client loses Medicaid funding or otherwise becomes ineligible, fees for services become the responsibility of the client.
- Clients with private insurance or Medicare are expected to pay co-pays at the time of each visit. Services may be discontinued if balances are not paid in a timely manner.
- Clients may choose to pay for services on their own.
- All clients have the option of discontinuing services temporarily until benefits are reinstated.
- Family Service will work with you to address funding needs whenever possible.

Again, we hope your experience with Family Service Association is welcoming, supportive, and helpful to you in meeting your goals.

Sincerely,
Amy Gestoso, MSW, LCSW, MBA
Director of Behavioral Health
215-757-6916 ext. 104