Pee Dee Mental Health Center will not discriminate against any persons based on their age, race, creed, color, religion, gender, sexual orientation, or national origin. Selected programs are accredited by the Rehabilitation Accreditation Commission. (CARF)
~~~WELCOME~~~

We are pleased that you have chosen Pee Dee Mental Health Center as your provider of mental health services. We will do the best that we can to measure up to the confidence you have placed in us.

Pee Dee Mental Health Center has been serving the Pee Dee area since 1956. During this time, we have witnessed many changes as we support the recovery of people with mental illnesses. Pee Dee Mental Health Center has been a part of those changes. We continue to strive as we have in the years past, to be on the cutting edge in the delivery of quality mental health services. As an organization, we strive to do this efficiently, effectively, and safely.

Please be assured that all of us at Pee Dee Mental Health Center are here to serve you. It is our hope that you will benefit from the services you receive while at Pee Dee Mental Health Center and that you will choose us again in the future if the need should ever arise.
Pee Dee Mental Health Center

OUR MISSION

The Pee Dee Mental Health Center will provide effective mental health services to support the recovery of people with mental illnesses, to the people of Darlington, Florence, and Marion Counties. The Center will involve itself in promoting a quality of life which enhances the mental health of the people of this area, and will work cooperatively with other organizations and individuals to develop additional resources and services to carry out this mission.

OUR PRIORITIES

Pee Dee Mental Health Center will give priority to adults and children who reside in Darlington, Florence, and Marion Counties. We will work cooperatively with other agencies, both public and private, to assure continuity of services based on the needs of the individual.

OUR VALUES

We believe that the people we serve have the right to personal dignity, respect, and the highest possible degree of independence. We are committed to services that promote the individual’s quality of life, focus on the individual’s strengths, foster independence, and honor the rights, wishes, and needs of the individual.

2018 Edition
Linda M. Summer Family Services provides effective mental health services to families of Darlington, Florence, and Marion Counties. We give children and adolescents the chance to talk about their needs and to work on things that can help them feel better about themselves. We help children to get along better with family and friends and to have a more positive school experience. We provide the following services:

**Assessment** helps determine your need for Pee Dee Mental Health Center services and programs. The case manager works cooperatively with you to develop a treatment plan that will address your specific needs.

**Counseling** can be provided individually, family, or in a group. Individual counseling is carried out between you and the therapist. Family counseling brings some or all of the members in your family together which can help you understand how families can work together and how each member can provide positive change. Group counseling is provided with other people who have goals similar to yours. These services are designed to help you work on your individual goals.

**Case Management** assists and supports you in receiving appropriate and needed medical, social, educational, or other services that could include referrals to other provider(s) in the community.

**Crisis Intervention Services** has a staff available to respond to crisis needs when they arise. You can expect to receive after hour emergency care 24 hours a day, 7 days a week, and can be used by calling the following number for your county:

<table>
<thead>
<tr>
<th>County</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florence</td>
<td>(843) 317-4073</td>
</tr>
<tr>
<td>Marion</td>
<td>(843) 431-1100</td>
</tr>
<tr>
<td>TDD#</td>
<td>(843) 664-0413</td>
</tr>
<tr>
<td>Darlington</td>
<td>(843) 332-4141</td>
</tr>
<tr>
<td>Lake City</td>
<td>(843) 394-7600</td>
</tr>
<tr>
<td></td>
<td>(843) 664-0413</td>
</tr>
</tbody>
</table>
Medical Services are provided by doctors and nurses. The doctors will review your health history and present needs. He or she will make an accurate diagnosis and, if necessary, order appropriate tests and prescribe medication. The nurse can answer any question you may have about the purpose and function of the medication and also monitor your response to the medication. Our medical staff will review your progress over time and make any necessary adjustment in your medication to best meet your needs.

OUT-OF-OFFICE SERVICES

Family Preservation Program includes intensive mental health services within the home and community of identified at-risk families. Referrals are usually made through the Department of Juvenile Justice or the Department of Social Services. Services are to prevent Patient out-of-home placement.

School-Based Services provide mental health services to children in specific school locations.

PATIENT’S RIGHTS AT
All Patients have the following RIGHTS:

1. **Confidentiality:** No information will be given out from Pee Dee Mental Health Center to any unauthorized person or agency without your written approval. This includes all information in your records as well as information discussed with your case manager, except in the event of a court order or other legal matter. Our Center abides by all HIPAA rules and regulations.

2. **Consent:** You will not receive services without your written approval except in emergency situations. You have the right to be involved in the treatment process and to have an individualized treatment plan. You will be actively involved in setting the goals for your treatment.

3. **Competent Services:** You will receive effective and efficient services that will meet the professional quality standards determined by HIPPA. Services will be provided in a clean, safe, and comfortable environment.

4. **Proper Treatment:** You have the right to be treated in a fair and courteous manner. You have the right to be protected from abuse, neglect, and exploitation in any form. Services will be provided to you regardless of your age, race, creed, color, religion, and gender, sexual orientation, physical or mental disability.

5. **Grievances:** You have the right to question a treatment decision, to request a change in therapist, or raise questions concerning the practices and procedures of Pee Dee Mental Health Center.
IF YOU FEEL THAT YOU'RE RIGHTS HAVE BEEN VIOLATED:

1. Talk to your case manager and/or the program director to correct the problem or misunderstanding that you have about your treatment. If the situation is beyond their control, you can request a review of the situation with Pee Dee Mental Health Center Patient Advocate. After receiving the request for review, the Patient Advocate will respond to the request within one (1) working day to initiate a review. You and the Patient Advocate will decide the most effective and efficient manner of handling your request. The review will be completed within fifteen (15) business days.

2. After the review, if the situation is not resolved at the local level, then you may appeal it to the Center Director. The Center Director has three (3) working days to respond to the written request.

3. If the situation remains unresolved at the director’s level, you may appeal it to the South Carolina Department of Mental Health Patient Advocate Office, who has five (5) working days to respond to a written request.

The grievance process varies for each request depending on the situation, Patient’s needs, and other factors. If you feel your rights have been violated, you can talk it out with your case manager or call the Center Consumer Advocate, Ms. Christie Nowlin at (843) 317-4089 extension 315.
PATIENT’S RESPONSIBILITIES AT
PEE DEE MENTAL HEALTH CENTER

All Patients have the following Responsibilities:

1. **Cooperation:** You are expected to be involved in the development of your treatment plan and to cooperate in accomplishing the goals of the treatment. It is important to take your medication only as prescribed by Pee Dee Mental Health Center’s doctors.

   **Remember:** Please bring ALL your current medication bottles to your appointments with the doctor or nurse. The staff will check them to make sure you are getting the correct medication.

2. **Punctuality:** You are expected to keep all appointments, to arrive and leave on time, as well as pay and pick up medications on time. If you are unable to keep any of your appointments, please call the office to reschedule.

3. **Information:** You are expected to give correct information concerning your medical and social situations; report any abuse or neglect; discuss any concerns with medications; and express any difficulties with transportation.

4. **Respect:** You are expected to respect all of Pee Dee Mental Health Center’s policies, property, as well as the privacy of other Patients.

5. **Safety:** You have the right to be in a safe environment. Please do not bring weapons, alcohol, illicit drugs, flammable liquids or explosives on the property.

6. **Billing and Payment:** You are expected to pay for services at the time of delivery. We will work with you on paying for your services as long as you are attempting to do so.
1. Everyone is charged the same amount for the same service. All fees for services are set by the State Mental Health Commission.

2. We expect you to pay what you are able to pay. If you are unable to pay the whole bill we still provide services.

3. If you do not have Medicaid, Medicare, or other Insurance coverage, you will be billed directly for services you receive. If you cannot pay your entire bill because of financial hardship, discuss this with the office staff.

4. Before we can reduce your bill, you must give us enough proof so that we can determine what you are to pay. You may be subject to civil or criminal penalties if you give false or incomplete information.

5. If you have Medicaid, Medicare, or other Insurance, we need for you to sign a form so we may bill all other sources. If you have Insurance and/or Medicare and Medicaid, we must bill Medicare and/or your Insurance Company before we can bill Medicaid. Some services may be covered by Insurance or Medicare and some may not. If you have questions about Medicare or other Insurance coverage, co-payment or deductibles, let us know.

6. Medicaid payment is payment in full, and we will not bill you or anyone else.

7. If you have any questions about your bill or making payments, or if you are unable to pay your bill charges, please let us know.
SELF-ADVOCATING

Self-Advocating requires that you speak up for services you feel you need to receive. The following is a list of suggestions to help you in the process of Self-Advocating:

1. Believe in yourself
2. Know your rights
3. Decide what you want
4. Get the facts
5. Plan your strategy
6. Gather your support system
7. Target your efforts
8. Express yourself clearly
9. Assert yourself calmly
10. Be firm and persistent

ADVOCACY AND SERVICE ORGANIZATIONS

South Carolina Self-Help Association
Regarding Emotions (S.C. Share)
427 Meeting Street
West Columbia, South Carolina 29169
1-800-832-8432

South Carolina Alliance for the Mentally Ill
PO Box 2538
Columbia, SC 29204
1-800-788-5131

South Carolina Protection and Advocacy for Handicapped Inc.
520 West Palmetto Street
Florence, SC 29501
1-800-868-7522

Florence County Mental Health Association
514-B South Dargan Street
Florence, SC 29501
843-661-5407
16 WAYS TO LISTEN TO YOUR KIDS

1. Try to remember: God gave you two ears and only one mouth. Listen twice as much as you talk.

2. Ask the right questions. Start with the word "why" will always put someone on the defensive, especially a child.

3. Be patient. Don’t try to pull words out of your child’s mouth. Do not finish their sentences.

4. When possible, face your child when you speak. When you are listening, make eye contact.

5. Don’t always point out mispronunciation or grammar mistakes. Listen, instead for the point of the story.

6. "Know what, Mom"? is an invitation to which you should definitely respond to immediately.

7. Start listening early and do not stop. Communicating with kids is a little like staying in shape for a particular sport. You would never expect to be able to pay a good game of tennis without a lot of practice. Listening and talking with your kids works the same way.

8. Hang around with your kids, and just go with the conversation flow.
9. Let your child in on something that happened to you. Request an opinion.

10. Let your children feel what they feel. Do not try to talk them out of being sad or angry, even if you fail to understand why they are upset. Think back to the last time you were in tears about something and another adult said, “Oh, I really wouldn’t worry about it”. You have the right to your emotions, and so do your children.

11. Angry? Wait before you open you mouth to speak.

12. Be a passive parent. Sit on the side of the sandbox. Watch a music video together. Read something aloud. Linger at the foot of your child’s bed as you tuck them in for the night. Most children will ramble on just to keep you there.

13. Think back to what happened in your child’s life yesterday and follow up. For example: “How did it go on the playground”? “What did your teacher say about your art project”?

14. Establish a time in your busy life when your child knows you will be available to him/her. Working moms may want to consider an after school telephone break for instance.

15. Put down the newspaper. Turn off the T.V. Stop doing your chores for a moment. Put aside all other thoughts and concentrate on your child.

16. When you go to run an errand, take one child along for the ride. Private conversations increase your chance of hearing wonderful revelations.
96 WAYS TO PRAISE YOUR CHILD
P.S. Remember a “Smile” is worth 1,000 words

1. WOW
2. Way to go
3. Super
4. You are Special
5. Outstanding
6. Excellent
7. Great
8. Good
9. Neat
10. Well Done
11. Remarkable
12. I knew YOU could do it
13. I'm proud of you
14. Fantastic
15. Super Star
16. Nice work
17. Looking good
18. You are on top of it
19. Beautiful
20. Now you are flying
21. You are catching on
22. Now you got it
23. You are incredible
24. Bravo
25. You are fantastic
26. Hurray for you
27. You are on target
28. You are on your way
29. How nice
30. How smart
31. Good job
32. That's incredible
33. Hot dog
34. Dynamite
35. You are beautiful
36. You are unique
37. Nothing can stop you now
38. Good for you
39. I like you
40. You are a winner
41. Remarkable job
42. Beautiful work
43. Spectacular
44. You are spectacular
45. You are darling
46. You are precious
47. Great discover
48. You figured it out
49. You have discovered the secret
50. Fantastic job
51. Hip Hip Hurray
52. Bingo
53. Magnificent
54. Marvelous
55. Terrific
56. You are important
57. Phenomenal
58. You are sensational
59. Super Work
60. Creative job
61. Fantastic Job
62. Exceptional Performance
63. You are a real trooper
64. You are responsible
65. You are exciting
66. You learned it right
67. What an imagination
68. What a good listener
69. Beautiful sharing
70. Super Job
71. Outstanding Performance
72. You are a good friend
73. I trust You
74. You are important
75. You mean a lot to me
76. You make me happy
77. You belong
78. You have got a friend
79. You make me laugh
80. You brighten my day
81. I respect You
82. You are my world
83. That is correct
84. You are a treasure
85. You are a joy
86. You are wonderful
87. You are perfect
88. Awesome
89. A+ job
90. You are A-OK
91. My Buddy
92. You made my day
93. That is the best
94. A big hug
95. A big kiss
96. I Love YOU!
TELEPHONE NUMBERS AND ADDRESSES
OF ADVOCACY ORGANIZATIONS

The Alliance of South Carolina's Children
PO Box 1164
Columbia, SC 29201
1-803-343-5510

South Carolina Protection and Advocacy for Handicapped Inc. (SCP&A)
520 West Palmetto Street
Florence, SC 29501
1-800-868-0752

South Carolina Alliance for the Mentally Ill
PO Box 2538
Columbia, SC 29204

MENTAL HEALTH ASSOCIATIONS (MHA)

Darlington County MHA
PO Box 131
Hartsville, SC 29551
843-332-1481

Florence County MHA
514-B South Dargan Street
Florence, SC 29506
843-661-5407

Marion County MHA
PO Box 912
Marion, SC 29571
DEPARTMENT OF SOCIAL SERVICES

Darlington's Office
300 Russell Street
Darlington, SC  29540
843-398-4420

Hartsville's Office
130 Camden Avenue
Hartsville, SC  29550
843-332-2231

Lake City's Office
345 Ronald McNail Boulevard
Lake City, SC  29560
843-394-8575

Florence's Office
2685 South Irby Street
Florence, SC  29501
843-669-3354

Marion's Office
137 Airport Road, Suite A
Mullins, SC  29574
843-394-8575

TRANSPORTATION SERVICES:  Transportation can be arranged through LogisticCare Services.  Please allow three (3) working days for processing.  866-431-9635, 866-445-6860, 866-445-8915, or 866-445-9954
1. **How will I know if my child has a serious mental illness?**

Our staff will review your child's history, present need(s), and we may order appropriate tests to determine if your child has a serious mental illness.

2. **What is the difference between a serious mental illness and a behavior problem?**

It is easy to confuse a serious mental illness and a behavior problem when we are observing our children or other family members. When someone we know has a serious mental illness, it usually means that some biological part of the brain is not working properly. However, when we are talking about behavior problems, it usually means that the brain itself is working properly but the person's choices are not in his or her best interest. Both types of problems may be treated with therapy and/or medication.

3. **How long will my family need to use the services of Pee Dee Mental Health Center?**

You will receive the most effective and efficient service, which is influenced by the level of your participation, cooperation, and work towards the goal set by you and your treatment team.
4. *How much does it cost to use Pee Dee Mental Health Center's services?*

The cost of our services varies. Your assessment and treatment plan determines which service(s) will help you the most. Your income and your insurance coverage determine how much you pay. Pee Dee Mental Health Center accepts most private medical Insurance, Medicaid, Medicare, and Self-Pay. Services will not be denied to you if you are unable to pay, because financial arrangements will be made available to you.

5. *Why would I get a bill for services when I was not present in the Office?*

You may sometimes receive a bill for services that are performed on your behalf, such as when your child’s case manager plans your treatment with the doctor or coordinates care with other agencies. These services are provided in a continuing effort to assist and support you in receiving appropriate medical, social, educational, and other services.
PEE DEE MENTAL HEALTH CENTER
Locations

Florence Address:
Linda M. Summer Family Services
125 East Cheves Street, 2nd Floor
Florence, SC 29506

Lake City Address:
675 North Matthews Road
Lake City, SC 29560
843-394-7600

Marion County Address:
1100 South Main Street
Marion, SC 29571
843-431-1100

Darlington County Address:
900 South Fourth Street
PO Box 1587
Hartsville, SC 29550
843-332-4141
LINDA M. SUMMER FAMILY SERVICES

TO: __________________________________________

DATE: ______________________________________

INFORMATION CHECK LIST:

In order to provide the best care for your child, we need you to supply us with the following information. Please use this list to help gather information on:

______________________________________________

(Child's Name)

MEDICAL AND PHYSICAL INFORMATION

History and Physical information from primary care physician to include:

- Immunization Record (Baby Shots)
- Blood Pressure
- Pulse
- Visual Acuity
- Hearing Acuity
- List of medication, if any (prescription and over the counter)
- Any allergies

EDUCATIONAL INFORMATION

- Any and all school test

Please bring this information with you to your child's next appointment on ____________________________ at ____________________.

Thank You.
You will receive a Patient Orientation Checklist during your first visit with us here at Pee Dee Mental Health Center. You will hear and receive information, much like you are receiving in this handbook. Here is a list of some of the items you will be oriented to by your clinician.

- Rights and responsibilities
- Grievance and appeal procedures
- Ways to give input regarding your quality of care, achievement of outcome, and satisfaction
- Services and activities; coordination with other agencies
- Expectation; importance of Patient/family involvement in treatment
- Hours of operation
- Access to after-hour and emergency services
- Code of Ethics
- Confidentiality policy
- Requirements for follow-up
- Financial obligations
- Familiarization with premises including safety/accessibility procedures
- Tobacco use
- Program rules
- Advance Directives (if available)
- Purpose and process of the assessment
- Development of the Individual Plan of Care and your participation including discharge/transition criteria and procedures
- Assistive technology that might be helpful in treatment
- How to contact your Patient Advocate Services
- Anything further your clinician feels would be helpful
Patient Input at Pee Dee Mental Health Center

In a service environment, organizational success cannot be achieved or sustained without success for the persons served. Actively engaging the persons served as part of the planning and services processes has been demonstrated to result in better outcomes. We value your opinion, and we certainly want your input to develop the way we set goals, make decisions, and plan our future.

At time of admission you will be given the opportunity to fill out an admission survey, there is a place for you to provide feedback or suggestions, about your experience.

If at any point your case is closed with our Center, we will send you a discharge survey asking you about the services you received, and you may make any recommendations or suggestions you would like at this time.

This input is requested and collected to help determine the expectations and preferences of the organization's stakeholders and to better understand how the organization is performing from the perspective of you our persons served.

We thank you, and we would like you to know your input is very important to Pee Dee Mental Health Center. If we can do any thing to help you meet your needs please talk to your case manager or feel out a suggestion at any time.
PEE DEE MENTAL HEALTH CENTER

Administrative Directive
5-09-99

AREA: Medical
SUBJECT: Staff Response to Consumer Possession of
Contraband (Including Illicit Drugs) on Center
Premises

ORIGINAL ISSUE DATE: 05-09-99
REVISION DATE: 05-01-08

PURPOSE:
The purpose of this directive is to set forth procedures for staff response to
consumer possession of contraband on Center premises.

PROCEDURE:
Certain items, including weapons (e.g. firearms, knives with a blade over 3" in length,
pipes, bats, or other objects that may be used as clubs and are capable of causing
serious bodily injury), alcohol, illicit drugs, flammable liquids or explosives are
prohibited from PDMHC Premises. The above prohibition does not apply to lawful
substances or items when such substances or items are used in an approved center
activity (e.g., law enforcement, repair or maintenance, food preparation, etc.) are
safety secured (e.g., lighter fluid, lawfully possessed weapons, etc.) in a locked trunk,
glove compartment or other locked section of a vehicle in the parking lot adjacent to
Center premises. This policy is subject to any additional requirement of any law,
regulation or local ordinance or any policy or requirement of the property owner of the
Center premises. Employee use or possession of these items is addressed in part in
SCDMH Directive 730-89.

If staff becomes aware of a person on Center premises who is in possession of such
contraband, the staff member should inform the clinic director or designee and direct
the person to leave the premises and not return until he or she has disposed of the
prohibited items. Law enforcement may otherwise be contacted as circumstances
require.

If staff should discover such an item unattended on the premises, he should inform a
second staff member immediately. Using reasonable caution, they will secure the item
and notify the clinic director or designee of the fact. The Assistant Director of
Clinical Services will also be notified and will immediately determine the disposition of
the contraband items, and whether law enforcement should be notified of the
occurrence.

Any contraband items that are secured or otherwise taken possession of should be
labeled and the identification, condition of item, time, location, etc. shall be noted so if
later there is a question or the information is needed for prosecution purposes it will be

2018 Edition
available. If a legal substance or item cannot be located or returned, the owner must be compensated.

**PEE DEE MENTAL HEALTH CENTER**

**ADMINISTRATIVE DIRECTIVE**

1-10-97

**AREA:** Administration

**SUBJECT:** Tobacco Products

**ORIGINAL ISSUE DATE:** 02-06-97

**REVISION DATE:** April 1, 2007

**PURPOSE:**
The purpose of this Policy is to implement the Clean Indoor Air Act of 1990 by setting forth rules regarding tobacco products in Pee Dee Mental Health Center buildings and vehicles.

**POLICY:**
Pee Dee Mental Health Center shall adhere to the South Carolina Department of Mental Health’s Directive No. 753-91. No tobacco products will be used in Pee Dee Mental Health Center buildings or vehicles at any time.
Introduction:
The Ethical Principles and Standards of Conduct serve as a guide for expected behavior of the Pee Dee Mental Health Center staff. This includes administrative and clinical personnel, volunteers, and interns. They also serve to help clinicians make decisions concerning their professional behavior. The Standards are not absolute, and the fact that a given behavior is not addressed, it does not mean that such behavior is either ethical or unethical.

The Standards of Conduct address issues related to respect for rights of individuals, avoidance of exploitative behavior, service, privacy and confidentiality, respect towards other staff members, professional responsibility, and resolution of ethical matters.
South Carolina Department of Mental Health

Values and Principles

Principle One: Commitment to Patients of Mental Health Services and their Families
We reflect our commitment by expressing in our daily work dependability, compassion, empathy, advocacy, and sensitivity.

Principle Two: Commitment to the Highest Quality of Clinical Care
We express this commitment by having our actions reflect honesty, fairness, competency, integrity, and diligence.

Principle Three: Commitment to our Co-Workers
We value the contributions of every member of the South Carolina Department of Mental Health team and reflect our commitment to our co-workers in these ways: autonomy, reliability, loyalty, cooperation, trustworthiness, and sacrifice.

Principle Four: Commitment to the South Carolina Department of Mental Health
As public servants, our commitment must be to the whole agency and to the citizens of our State. We display that commitment through accountability, courage of convictions, creativity, ownership, personal responsibility, professionalism, stewardship, and partnership.
Standards of Conduct

Respect for People’s Rights:

- In connection with their work, staff members shall not practice, condone, facilitate, or collaborate with any form of discrimination based on race, color, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental or physical disability, or any other preference or personal characteristic, condition or status.
- Staff members respect the rights of individuals to privacy, confidentiality, self-determination and autonomy; and in their work, they promote self-sufficiency and independence.
- Staff members respect the rights of others to hold values, attitudes, and opinions that differ from their own and in their work; they refrain from imposing their personal values and religious beliefs on the Patient.

Avoidance of Exploitative Behavior:

- Staff members do not engage in any behavior that is exploitative or demeaning with any person who has been or is a Patient.
- To avoid exploitation, staff members refrain from accepting goods, services, or monetary remuneration from Patients in return for services.
- Clinicians do not engage in sexual intimacies with current or former Patients.
- Clinicians do not provide services to individuals with whom they have engaged in sexual intimacies.
- Staff members refrain from providing direct services to Patients with whom they have a prior non-professional relationship as they may impair their objectivity and may compromise the Patient’s confidentiality. In such cases, it is highly recommended that the Patient be referred to another provider. If a Patient cannot be referred elsewhere because of extenuating circumstances, the staff member will consult with The Offices of Clinical Support Services to ensure that all alternatives are explored and that the case is handled with objectivity.
- Staff members provide Patients with accurate information regarding fees for services before receiving any clinical services. Financial limitations are discussed and billing arrangements agreed upon.
Service:

- Clinicians perform clinical interventions only with the context of a professional relationship.
- Staff members provide Patients with accurate and complete information regarding the extent and nature of services available to them and make referrals as appropriate to meet their needs.
- Clinicians only provide services for which they are qualified by education, training, or experience.
- Every effort will be made toward recognition of individual and cultural differences. Clinicians will obtain appropriate training, experience, and supervision to ensure that reasonable competence of services is provided.
- Clinicians participate in continued education activities to maintain a reasonable level of awareness of current scientific and professional information and competence in their fields of clinical activity and skills they use.
- Clinicians do not commit fraud or misrepresent their professional qualifications, experience, education, affiliations, or services performed.
- Clinicians discuss with Patients early in their therapeutic relationship, appropriate issues such as nature and anticipated plan for treatment and confidentiality.
- Clinicians obtain appropriate consent to treatment, using language that is understandable to Patients. In circumstances when the Patient is legally incapable of giving informed consent, the clinicians will obtain informed permission from a legally authorized person as allowed by law. Clinicians make effort to inform these persons of the proposed intervention in a manner understandable to seek their consent to those interventions and consider their preferences and best interest.
- When services are provided to several persons who have a relationship, clinicians clarify at the beginning of treatment, or when appropriate, which individuals are Patients and the roles that the clinicians will have with each person.
- Whenever clinicians are required to perform potentially conflictive roles (legal proceedings, consultations with another service provider, etc.), they clarify the extent of confidentiality and role expectations to avoid compromising their relationship with their Patients.
• In ending the professional relationship, clinicians do not abandon Patients. Clinicians who anticipate the end or interruption of services to Patients notify them promptly and seek their transfer, referral, or continuation of service in relation to the Patients’ needs and preferences. Termination of professional relationships occur when it is clear that the Patient no longer needs services, is not benefiting, or is harmed by continued services.

Privacy and Confidentiality:

• Clinicians respect the privacy of the Patients and hold in confidence information obtained in the course of their professional services except as mandated or permitted by the law for a valid reason. These reasons include, but are not limited to: consultation with another PDMHC professional on behalf of the Patient, duty to warn or to protect the Patient or others from harm, physical and sexual abuse and/or molestation, statutory requirements such as court orders.
• Staff members refrain from discussing any information, administrative or clinical, which pertains to the Patient in a public place and will make all effort to protect the identity of the Patient when referring to or about him/her.
• Clinicians discuss, at the outset of services, the limitations of confidentiality as applicable and the foreseeable use of the information generated through their services.
• Clinicians obtain informed consent of Patients before taping, recording, or permitting their party observation of their activities.
• Clinicians make provisions for the maintenance of confidentiality of medical records.
• Clinicians recognize that ownership of records and data is governed by legal principles, and they take the necessary measures so that records and data remain available to the extent needed to serve the best interest of the Patients.
• Clinicians ensure confidentiality of records by use of coding techniques when entering information in databases.

Respect Towards Other Staff Members:

• Staff members do not engage in any form of harassment or demeaning behavior. Harassment refers to deliberate, repeated comments, gestures, or physical contacts that are annoying and unwanted by the recipient.
• Staff members treat colleagues and co-workers with respect, courtesy, and fairness and must afford the same professional courtesy to other professionals.
Professional Responsibility:

- Clinicians maintain professional standards of conduct and refrain from exhibiting behavior that may compromise their professional responsibilities or reduce the public’s trust in their professional and/or in the Pee Dee Mental Health Center.
- Clinicians are aware of their professional responsibilities in the community and comply with the law and social policy that serves the best interest of their Patients.
- Clinicians do not use their public position for any form of financial gain or private work and their private work cannot interfere with the demands and needs of Pee Dee Mental Health Center at any time.

Resolving Ethical Issues:

- Staff members have the obligation and responsibility to be familiar with the South Carolina Department of Mental Health Ethics Directives and Guidelines.
- Staff members have the obligation to be familiar with the stipulations of the Pee Dee Mental Health Center Ethics Principles and Standards of Conduct listed in this article.
- When a staff member believes that a violation of the Ethics Code has occurred, it is his/her responsibility to make the staff member aware of the alleged violation and inform him/her that a report will be provided to the staff member’s immediate supervisor and/or the Executive Director of Pee Dee Mental Health Center to ensure the investigation and correction of the action immediately.