



South Carolina
Department of Mental Health

DMH

Pee Dee Mental Health Center

**PEE DEE MENTAL
HEALTH CENTER
LINDA M. SUMMER
CHILDREN AND
FAMILY SERVICES
ORIENTATION
HANDBOOK**

Revised October 2022

Pee Dee Mental Health Center will not discriminate against any persons based on their race, religion, gender, ethnicity, age, handicap, and sexual orientation, degree of disability or inability to pay for needed services. The Outpatient Treatment and Crisis Intervention programs are accredited by the Commission on Accreditation for Rehabilitative Facilities (CARF)



WE PRACTICE PERSON
CENTERED CARE!



P e e D e e M e n t a l H e a l t h

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Welcome

We are pleased that you have chosen Pee Dee Mental Health Center as your provider of mental health services. We will do our best 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 in the delivery of services to those suffering from mental and emotional problems. Pee Dee Mental Health Center has been a part of those changes. We continue to strive to be on the cutting edge in the delivery of quality mental health services. As an organization, our goal is to do this efficiently, effectively and safely through access and services.

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.



Our Mission

Pee Dee Mental Health's mission is to support the recovery of people with mental illnesses.

Our Priorities

Pee Dee Mental Health Center gives priority to adults, children, and their families affected by serious mental illnesses and significant emotional disorders. We are committed to eliminating stigma and promoting the philosophy of recovery, to achieving our goals in collaboration with all stakeholders, and to assuring the highest quality of culturally competent services possible.

Our Values

We believe that the people we serve have the right to be treated with respect and dignity and we will partner with them in achieving recovery. We are committed to services that honor the rights, wishes and needs of the individual; promote each individual's quality of life; focus on each individual's strengths in the context of his or her own culture; foster independence and recovery; demonstrate the value of family inclusion and the benefits of strong family support.

Support for Local Care

We believe that people are best served within their home community. We are committed to the availability of a full and flexible range of coordinated services within the community and to providing services that appropriately meet the needs of the individual in a healthy environment. We are committed to programs which build upon the local support provided by family, friends, other agencies within the community which offer employment, leisure, learning, residential and psychiatric/rehabilitation services within this supportive framework.

Professionalism and Commitment to Quality

We believe that we should encourage and reward excellence. We will create a work environment which inspires and promotes innovation and creativity, supports education and research, and continually seeks more efficient and effective ways to provide clinical and administrative services. We are committed to a skilled and educated work force, culturally competent and dedicated to the highest standards of courtesy, understanding and respect. We will provide treatment environments that are safe and therapeutic. We will be an agency worthy of the highest level of public trust.

Dedication to Improved Public Awareness and Knowledge

We believe that people with mental illnesses, trauma victims, and others who experience severe emotional distress, are often the object of misunderstanding and stigmatizing attitudes. Therefore, we will build formal partnerships with the state's educational leadership and institutions, including both K-12 and institutions of higher learning, to enhance curriculum content on mental health. We will work with employers, sister agencies, and public media to combat prejudice born of ignorance about mental illnesses. In addition, we will expect our own staff to be leaders in the anti-stigma campaign.

Professional Disclosure Statement

This statement is based upon South Carolina Code Sections 40.75.270 and 40.63.270. If you have any questions regarding the documents you have received, please feel free to discuss them with your counselor.

Licensed staff at Pee Dee Mental Health Center have a South Carolina license in one or more of the following categories:

- Licensed Independent Social Worker
- Licensed Master in Social Work
- South Carolina Licensed Marriage and Family Therapist
- South Carolina Licensed Supervisor for Marriage and Family Therapists
- South Carolina Licensed Professional Counselor
- South Carolina Licensed Supervisor for Professional Counselors

Medical services are performed by a Licensed Psychiatrist, Nurse Practitioner or Registered Nurse:

- ⌘ Psychiatric Medical Assessment
- ⌘ Medication Monitoring
- ⌘ Injections

Master's prepared staff are qualified to provide the following services:

- ⌘ Clinical Assessment
- ⌘ Screenings
- ⌘ Individual Therapy
- ⌘ Group Therapy
- ⌘ Family Therapy
- ⌘ Crisis Intervention

Bachelor's prepared staff are qualified to provide the following services:

- ⌘ Behavioral Modification
- ⌘ Psychosocial Rehabilitative Services
- ⌘ Rehabilitative Behavioral Health Services
- ⌘ Care Coordination
- ⌘ Family Support

Staff with a high school diploma are qualified to provide the following services:

- ⌘ Peer support

PEE DEE MENTAL HEALTH CENTER OUTPATIENT PROGRAM DESCRIPTION

The outpatient services of Pee Dee Mental Health Center consist of a series of time-limited, structured, face-to-face therapy sessions such that the persons served will achieve the goals identified in their Individual Plan of Care (IPOC).

Pee Dee Mental Health Center believes that the adults and children that we serve in this program have the right to personal dignity, respect, and the rights to participate as an active team member in the rehabilitative process. We believe in empowerment and the worth of assisting those we serve in reaching their personal definition of independence. Our agency is committed to focusing on every individual's natural environment and in providing services with respect to cultural diversity. We are equally committed to public educational activities that will help reduce the stigma associated with mental illness.

Pee Dee Mental Center works to develop program goals and tracks the effectiveness, efficiency and satisfaction of services provided as a priority within the Center. The following outcome objectives will help staff and our patients to identify and measure progress during the treatment process:

1. Improve the general functioning of each patient; we measure this through quarterly progress summaries. Each Plan of Care (POC) clinical objective is given a rating, a target date for completion and is compared to any previous ratings.
2. Plan of Care (POC) services and their frequencies are reviewed and summarized in narrative form. The summary includes:
 - Review of the appropriateness of services and their frequencies
 - Progress on each goal and treatment by clearly stating why the continuation of services is necessary to treat the disorder or prevent decompensation (the benefit or impact of the services) and/or criteria for discharge to another program or from the Center

- Plan/recommendation for future treatment, includes patient and family feedback; integration of patient into the community and changes in treatment planning. Transfer and discharge planning includes a list of medications and their efficacy

PDMHC outpatient services are available to adults and children, and offer an array of services at all service delivery locations support the recovery of people with mental illnesses. The outpatient services are adapted to the particular needs of individuals and groups with services provided in a clinic setting and are designed to enhance the independence, self-sufficiency and productivity of patients.

The outpatient services are rendered to the patient without limitation or discrimination based on race, color, age, religion, gender, disability, sexual orientation, national origin, prior treatment or criminal record. Every effort is made to make accommodations for those with special needs. Internal accommodations or a referral to an agency or organization are mechanisms to address persons with special needs.

PDMHC outpatient services are available to support the recovery of people with mental illnesses. The level of intensity and duration of services are based on patient needs and treatment goals and are designed to meet individual and family needs.

Outpatient services are age appropriate and include but not limited to Assessment, Crisis Intervention, Individual, Group and/or Family Therapies, Psychosocial Rehabilitation Services and education on wellness and recovery. Adult patients may also receive Peer Support Services while children and adolescents may also receive Behavior Modification and Family Support.

PDMHC offers outpatient services in all four (4) of our clinic locations. (Florence, Lake City, Marion and Hartsville locations)

Pee Dee Mental Health Center Patient Orientation

You will receive a Patient Orientation Checklist during your first visit with us. 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
- Importance of patient/family involvement in treatment; attendance and participating expectations
- Hours of operation
- Access to after-hours and emergency services
- Code of ethics
- Confidentiality policy
- Requirements for follow-up
- Financial obligations
- Familiarization with premises; including safety and accessibility procedures
- "No Smoking Policy"
- Program rules
- Advance Directives (if applicable)
- 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
- Anything further your clinician feels would be

LINDA M. SUMMER FAMILY SERVICES

To: _____

Date: _____

INFORMATION CHECKLIST:

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 (Shot) Records
- Blood Pressure
- Pulse
- Visual Acuity
- Hearing Acuity
- List of medications, if any (prescription and over the counter)
- Any allergies

EDUCATIONAL INFORMATION

- Any and all school tests

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

Thank You

Linda M. Summer Children and Family Services Offers an Array of Services

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 or in a group. Individual counseling is carried out between you and the therapist. 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, education 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. In case of an emergency, you may contact the on-call line 24 hours a day, 7 days a week by calling the following number for your county:

Florence: (843) 317-4073	Darlington: (843) 332-4141
Marion: (843) 431-1100	Lake City: (843) 394-7600
TDD: (843) 664-0413	

- ☑ **Medical Services** are provided by doctors, nurse practitioners (APRNs) and nurses. The doctor/APRN will review your health history and current needs. He or she will make an accurate diagnosis and, if necessary, order appropriate tests and prescribe medication. The nurse can answer any questions 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.
- ☑ **Multi-Dimensional Family Therapy Program** is a family-centered program for youth with substance use disorder and/or problem behaviors such as aggression and truancy.

All patients have the following rights:

1. To be involved in all aspects of their treatment planning.
 - a. To actively participate in the selection of treatment goals and objectives and develop a plan that meets their expectations.
 - b. To receive all the necessary information regarding their diagnosis and treatment in a manner that is easy to understand and in the client's "Language of Preference" and that helps them make the most appropriate decisions about consent or rejection of treatment or about choices of treatment. The exception is in case of emergencies when consent is not required due to the special conditions surrounding the provision of these services.
 - c. To question or present a complaint about the clinical practices or procedures of Pee Dee Mental Health Center.

To be informed of any possible billable services and charges, including billable services on their behalf that may occur in their absence.

- d. To receive assistance in accessing services of guardians or custodian, participate in self-help groups as available, advocacy and legal services when available and necessary.
- e. To request assistance to develop advance directives, that includes a psychiatric directive regarding authorization for treatment and personal preferences for treatments.

- f. To request assistance to develop advance directives, including a psychiatric directive regarding authorization for treatment and personal preferences for treatments.
2. Persons served have the right to treatment that is responsive to their age, gender, race and cultural orientation, sexual orientation, religion, social supports, psychological characteristics, physical or mental disability or veteran status.
3. Persons served have the right to receive the most effective and efficient services from qualified clinicians credentialed according to the South Carolina Department of Mental Health standards and who are sensitive and competent in the areas of cultural and individual differences. (Patients may request a copy of the Pee Dee Mental Health Center Code of Ethics by which the employees of the Center abide and which stipulates the standards of competence for the staff.)
4. Persons served have the right to be protected from acts of abuse, humiliation, threat, financial or other exploitation, physical and sexual abuse, any form of harassment, physical punishment, or retaliation.
5. Persons served have the right to confidential information and privacy except in the case of a court order issued by the judge *“to disclose information necessary for the conduct of proceedings before it and that failure to make the disclosure is contrary to the public interest,”* or *“in situations when is necessary to cooperate with law enforcements, health, welfare, and other state or federal agencies or when furthering the welfare of the client or his/her family or when the client becomes a threat to his or her life or towards others”.*

6. Persons served have the right to receive services in a safe and healthy environment.
7. Persons served have the right to be advised of any research projects conducted or supported by the Pee Dee Mental Health Center that may directly address their treatment and the right to reject or accept participation in any research project.
8. Persons served have the right to access their information in sufficient time to facilitate their decision making and to access their own records according to HIPAA.
9. Persons served have the right to informed consent or refusal or expression of choice regarding services delivery, release of information, concurrent services, and composition of the service delivery team.
10. Persons served have the right to access or be referred to legal entities for appropriate representation, self-help support services and advocacy support services.
11. Persons served have the right to investigation and resolution of alleged infringement of rights.
12. Persons served have the right to knowledge of the legal decision-making authority.
13. Persons served, when applicable, have the right to the provision of information regarding resources related to legal decision-making authority.

PATIENT RESPONSIBILITIES AT PEE DEE MENTAL HEALTH

All patients receiving services at Pee Dee Mental Health Center 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 treatment. It is important to take your medication only as prescribed by Pee Dee Mental Health Center's Physicians and Nurse Practitioners..
REMINDER: Please bring ALL current medications to your appointments with the doctor or nurse. The staff will provide continued assessment and make adjustments if needed.
- 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. LogistiCare provides non-emergency medical transportation for patients with Medicaid insurance. You can schedule transportation by calling 1-866-445-9954.
- 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 accept insurance or you may qualify for a reduction in fee.

All patients have the following rights:

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. Our Center abides by all HIPAA rules and regulations. A copy of the directive regarding Privacy Practices is available upon request.

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.

Competent Services

You will receive effective and efficient services that will meet the professional quality standards determined by SCDMH and our accrediting body, CARF. Services will be provided in a clean, safe and comfortable environment.

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.

Services will be provided to you regardless of your race, religion, gender, ethnicity, age, handicap, and sexual orientation, degree of disability or inability to pay for needed services.

Grievances

You have the right to question a treatment decision, to request a change in case manager or raise questions concerning the practices and procedure of Pee Dee Mental Health Center.

IF YOU FEEL THAT YOUR RIGHTS HAVE BEEN VIOLATED:

Speak with your Case Manager or the Center Patient Advocate.

Patients are encouraged to attempt to resolve minor issues or misunderstandings at the local level. In most cases, this would be with the clinical supervisor and/or the local clinic director. If not resolved at this level, or if the patient requests, the treatment staff will assist the patient in contacting the Patient Advocate.

An expedited response shall take place when a patient's safety is at risk.

Posters in English and Spanish are placed in every facility.



Summary of the Review Procedure: How to File a Complaint

1. If you wish to make a complaint, this process is started by filling out a form called a "Request for Review."
2. The form is given to the advocate at your mental health center or facility.
3. The advocate will review your complaint, complete a report within 7 business days and provide you with a copy of the result.
4. Hopefully you will be satisfied with the result. If you are not satisfied, you should contact the advocate and request review by the center or facility director. There is another form to complete for this review.
5. The director will review the complaint, complete a report within 7 business days and provide you with a copy of the result.
6. Again, hopefully you will be satisfied with the result. If you are not satisfied, you should contact:
 - SCDMH Office of Patient Advocacy
P.O. Box 485
Columbia, S.C. 29202

- or call **TOLL FREE** 1-866-300-9330
7. The Office of Patient Advocacy will conduct another review and attempt to resolve your concerns with the center or facility. A review and a remedial action report should be completed by the Department of Mental Health Advocacy Office within 7 business days after the patient or person action on behalf of the patient has requested the review.
 8. If you remain dissatisfied with the Patient Advocacy Office's review, you may request a review by the State Director of Mental Health.
 9. The State Director will conduct a review and make a decision within 7 business days. The State Director's decision is the final step in the review process.

Any retaliation against any party utilizing the review process described is strictly prohibited. This summary of the review process procedure is from the SCDMH Directive No. 868-06. This directive is available upon request from the Local Advocate.

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

ADVOCACY AND SERVICE ORGANIZATIONS

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

National Alliance on Mental Illness of South Carolina (NAMI)
 1823 Gadsden Street

Columbia, SC 29201
803-779-5363

***Protection & Advocacy for
People with Disabilities,
Inc. (P&A)***

601 West Evans Street, Suite
201
Florence, SC 29501

843-656-0019

***Federation of Families of
SC***

810 Dutch Square Blvd. Suite
486
Columbia , SC 29210
803-772-5210

***Mental Health America-
Florence County***

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

***Mental Health America-
Darlington County***

PO Box 131
Hartsville, SC 29551
843-332-1481

DEPARTMENT OF SOCIAL SERVICES

Darlington Office

300 Russell St
Darlington, SC 29532
843-398-4420

Florence Office

2685 South Irby Street
Florence, SC 29505
843-669-3354

Lake City Office

345 S Ronald McNair Boulevard
Lake City, SC 29560
843-394-8575

Hartsville Office

130 E Camden Avenue
Hartsville, SC 29550
843-332-2231

Marion Office

137 Airport Court, Suite A
Mullins, SC 29574
843-423-4623



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. Starting 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 play a good game of tennis without a lot of practice. Listening and talking with your kids works the same way.

8. Hand around 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 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 your 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 afterschool telephone break for instance.
15. Put down the newspaper. Turn off the TV. 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 your
14. Fantastic
15. Superstar
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 your
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!

Pee Dee Mental Health Center Web Address:

<https://www.peedeementalhealth.org/>

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 service 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. To provide feedback or suggestions about your experience.

We keep suggestion boxes out in every waiting room, and at any time you are welcome to complete a suggestion and put it in the locked box in the waiting room area.

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 that 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 that your input is very important to Pee Dee Mental Health Center. If we can do anything to help you meet your needs please talk to your case manager or fill out a suggestion at any time.

TELEPSYCHIATRY INFORMED CONSENT

At Pee Dee Mental Health Center, we use *telepsychiatry* as a method for providing treatment to patients at multiple locations. During the course of your treatment, you may encounter a session with one of our licensed clinicians via telepsychiatry. This is your notification that all care provided by distant-site providers will conform to confidentiality and security procedures related to standard provision of care.

Telepsychiatry is the form of telemedicine that allows patients to access psychiatric care using audio-video interface such as videoconferencing. Electronic systems used will incorporate network and software security protocols to protect the confidentiality of patient identification and imaging data and to ensure it integrity against intentional or unintentional corruption.

Benefits:

- Improved access to psychiatric care or expertise of a distant specialist
- More efficient psychiatric evaluation/management

Potential Risks:

- Delays in medical evaluation/treatment could occur due to failed equipment



BILLING PROCEDURES

- * Everyone is charged the same amount for the same service. All fees for services are set by the State Mental Health Commission.
- * We expect you to pay what you are able to. If you are unable to pay the entire bill, we will still provide the services that you need. You are expected to make an attempt to pay at each visit.
- * If you do not have any insurance coverage, you will be billed directly for the services you receive. If you cannot pay your entire bill because of financial hardship, discuss this with the front office staff.
- * Before we can reduce your bill, you must provide proof of income or government assistance, so that we can determine the assistance for which you may qualify. You may be subject to civil or criminal penalties if you give false or incomplete information.

- * If you have Medicaid, Medicare or private insurance, you must sign a form allowing Pee Dee Mental Health to bill your insurance. If you have private insurance or Medicare in addition to Medicaid, Medicaid will always be billed last. Some services may not be covered by your insurance plan. If you have questions about insurance coverage, co-payment or deductibles, please let us know.
- * Medicaid payment is payment in full, and we will not bill you or anyone else.
- * If you have any questions about your bill or making payments, or if you are unable to pay your bill, please let us know.

WHAT YOU MAY BE BILLED FOR

Some of, but not necessarily all of the services you may be billed for:

1. Assessments
2. Individual Therapy
3. Family Therapy
4. Group Therapy
5. Doctor's Appointments
6. Case Management (includes interagency staffing with schools, MD, DSS, DJJ, etc.)
7. Crisis Services
8. Medication Monitoring and Management
9. Treatment Planning
10. Phone Calls
11. Written Reports
12. Staffing with our staff psychiatrist (patient may or may not be present)

- 13. Court appearance
- 14. Copying records

FREQUENTLY ASKED QUESTIONS

1. How will I know if I have a serious mental illness?

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

2. What is the difference between serious mental illness and behavioral problem?

It is easy
mental

when we
children



to confuse a serious
illness with a
behavioral problem
are observing our
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 behavioral 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?

Pee Dee Mental Health Center accepts most private insurance, Medicaid, Medicare and uninsured patients. If you are unable to pay, we will work with you to help you pay for your services as long as you are attempting to do so.

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 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 or other services.

6. Who is a case manager?

A case manager is the staff member who will be responsible for helping you get the services you need. He or she may be a social worker, psychologist, nurse or counselor.

7. Why do I have to wait sometimes to be seen for my scheduled appointment?

Pee Dee Mental Health Center staff strive to see patients at their scheduled appointment times. As with most offices, at times unforeseen circumstances arise that require the time and attention of staff. If you are unable to wait, let the office staff know and other arrangements can be made.

8. What do I do if I have a mental health emergency and the office is closed?

If you experience a mental health crisis, call our Crisis Hotline at 833-364-2274. Our goal is to de-escalate the crisis and provide individuals and families with ongoing mental health treatment and other helpful resources. If it is a life-threatening emergency, call local law enforcement or go to your local emergency room.

9. Are there rules about smoking, drugs or weapons?

Yes, drugs and weapons are considered contraband and are not allowed on Center premises. Smoking is not allowed in any Center building, vehicle or on premises.

LAB TESTING

The doctor may request blood or urine testing and on occasions other tests in order to evaluate you or monitor your treatment or illness. There are several hospitals or labs in the area. You may select which one of available sites you prefer,

TAKING YOUR MEDICATIONS REGULARLY

It is very important that you try to take your medication as it is prescribed. If there are reasons that you cannot, please let us know so we can help you.

STOPPING MEDICATIONS

If you choose to stop taking your medication, change it if this is ordered, do this with the doctor's help as some medications require special instructions for discontinuation.

MEDICATION SIDE EFFECTS

If you are worried that you are having a problem with your medication please contact us. If it is urgent, do not hesitate to call 911.

DISPOSAL OF MEDICATIONS

For information on safe medication disposal, please talk to one of our nurses or ask your pharmacist.



PALMETTO POISON CONTROL

1-800-222-1222

COMMUNITY CRISIS RESPONSE AND INTERVENTION (CCRI) HOTLINE

1-833-364-2274

PEE DEE MENTAL HEALTH CENTER

ETHICAL PRINCIPLES AND STANDARDS OF CONDUCT

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 exhaustive, 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 honest, fairness, competence, integrity and diligence.

Principle Three: Commitment to our Coworkers

We value the contributions of every member of the Department of Mental Health team and reflect our commitment to our coworkers in these ways: authority and autonomy, reliability, loyalty, cooperation, trustworthiness, and sacrifice.

Principle Four: Commitment to the Department of Mental Health and the State of SC

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.

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 belief on the consumer.

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 consumer.
- 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 this may impair their objectivity and may compromise the patient's confidentiality. In such cases, it is highly recommended that the consumer be referred to another provider.
- Staff members provide patients with accurate information regarding fees for services before receiving any clinical services. Financial limitations are discussed at this time and billing arrangements agreed upon.

Service

- Clinicians perform clinical interventions only within 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 educations, 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 the therapeutic relationship, the 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 consumer is legally incapable of giving informed consent, the clinician will obtain informed permission from a legally authorized person as allowed by law. Clinicians make efforts to inform these persons of the proposed interventions in a

understandable manner 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, which individuals are patients and the roles that the clinicians 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 patient's 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 consumer in a public place and will make every effort to protect the identity of the consumer 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 consumers before taping, recording, or permitting third-part observation of their activities.
- Clinicians make provisions for the maintenance of confidentiality of 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 consumers.
- 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 coworkers 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 profession 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 consumers.
- 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 the Pee Dee Mental Health Center.

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.
- When a staff member believes that a violation of the ethics code has occurred, it is his/her responsibility to make the employee 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 to ensure investigation and correction of actions as needed.



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 become 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 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.

Pee Dee Mental Health Center Locations:

Florence Mental Health Center

125 East Cheves Street
Florence, South Carolina 29506
(843) 317-4073

Lake City Mental Health Center

675 North Matthews Road
Lake City, South Carolina 29560
(843) 394-7600

Darlington County Mental Health Center

900 South Fourth Street
PO Box 1587
Hartsville, South Carolina 29551
(843) 332-4141

Marion County Mental Health Center

1100 South Main Street
Marion, South Carolina 29571
(843) 431-1100

All Centers' regular operating hours are Monday through Friday, 8:30 AM-5:00 PM, although some programs offer varying schedules such as evening hours. In case of an emergency after hours, or on weekends and holidays, call 1-833-364-2274 and the Community Crisis Response Intervention Team will assist you.