



Client Handbook
Important Information for Clients
and Family Members

Capstone Behavioral Healthcare
Let us be part of the solution!

Newton Location
1123 1st Ave E Suite 200
Newton IA 50208
(641) 792-4012

Ginnell Location
200 4th Ave W
Ginnell IA 50112
(641) 260-8270

www.capstonebh.com

Revised 2018

Mission Statement

The Mission of Capstone Behavioral Healthcare is to promote mental health, and reduce the impairments associated with mental disorders, substance abuse and chemical dependency by providing education, prevention, support and treatment services.

Who we are

Capstone Behavioral Healthcare is a private, non-profit organization providing assistance to people in Central Iowa through the following state-licensed or accredited services:

- o Supported Community Living Services - Residential and Community services
- o Substance Abuse Treatment
- o Mental Health Treatment - therapy and medication management services
- o Integrated Health Services (IHS)
- o Behavioral Health Intervention Services (BHIS)
- o Parent Child Interactive Therapy (PCIT)
- o Representative Payee Program

We Believe

- o people have the capacity to recover
- o in people participating in treatment planning and in accomplishing a successful recovery process
- o people can utilize their strengths to overcome problems
- o in providing assistance in the least restrictive environment possible
- o our services can help individuals and families enhance their quality of life
- o accessible and effective treatment strengthens communities

Our fundamental goals are to

- o prevent emotional, mental and substance abuse disorders in children, adolescents, adults and families through lifestyle risk reduction and intervention programs.
- o provide needed care, consultation and referral for emotional distress, mental illness, chemical dependency and substance abuse related issues.
- o provide continuing care for people who require more intensive services to help them maintain a productive and satisfying lifestyle in their chosen community.
- o cooperate with other agencies and organizations to provide an efficient and effective service delivery and support system for people in the area.

Numbers for crisis intervention:

AIDS Hotline

In Iowa: (800) 445-2437

Brochures available in Capstone Lobby

National Suicide Prevention Hotline

Lifeline on 1-800-273-TALK (8255) – available 24/7

Iowa Suicide Hotline

2-1-1 -available 24/7

Veterans Crisis Line

1-800-273-8255 — available 24/7

Iowa Domestic Violence Hotline:

1-800-942-0333

Office Hours

Newton Office

1123 1st Ave E Suite 200
Newton, Iowa 50208

(641) 792-4012 Fax: (641) 791-0697

Monday 8:00 am to 6:00 pm

Tue, Wed & Thurs: 8:00 am to 5:00 pm

Friday: 8:00 am to 3:00 pm

Grinnell Office

200 4th Ave W
Grinnell, IA 50112

(641) 260-8270 Fax: (641) 260-8213

Mon. – Thursday : 8:00 am to 5:00pm

Friday: 8:00 am to 3:00 pm

Station Clubhouse

729 Pearl Street

Grinnell, Iowa 50112

(641) 236-5325

Monday - Friday 8am - 2pm

CAPSTONE AFTER HOURS:

FOUNDATION 2 CRISIS CENTER NUMBER

1-800-332-4224

Jail Diversion Program

Case Management is available for individuals who are in contact with the criminal justice system because of mental health or co-occurring disorders. Participation in the Jail Diversion Program is voluntary. Individuals should have the ability and willingness to participate and agree to develop and work on identified goals.

Station Clubhouse

Station Clubhouse is a peer driven day program that is located in Grinnell. Clubhouse offers supportive daily activities for persons that have a mental health diagnosis. Peer driven activities are the focus of each day. A low cost light lunch is provided daily. Staff is available throughout the day to guide and support members.

Broken Appointment Policy

Patients who no show, cancel, and / or reschedule appointments with less than 24 hours notice resulting in failure to attend their scheduled appointments 3 times within a 6 month period will be placed on a same day only appointment schedule. Meaning, that you must call to see if your doctor or therapist has an opening on that day. You may also request to be put on a cancellation list for that particular day.

In addition, patients may be discharged from care immediately in the event of disruptive or threatening behavior, whether physical or verbal, towards any staff member or for non-compliance with medication regimen.

Being medication compliant and keeping scheduled appointments with your doctor and your therapist is a serious matter. Failure to comply impacts not only your own well being but also other patients who are in need of assistance.

If you feel there have been extenuating circumstances resulting in your discharge, you may file an appeal to the Center Director, However, this decision will be final.

Emergency Services will continue to be Available.

Welcome

We're pleased that you have chosen Capstone Behavioral Healthcare. As you come here for help, you probably have many questions. You may ask how staff will address your particular problems and what kind of help you will receive. Other questions may be about business matters such as fees and paying for services. This booklet has been designed to provide some answers to your questions. Please read it carefully. If you have other questions, feel free to talk with your therapist/counselor about them.

Your first appointment

The very first appointment could take up to an hour. An intake clinician will ask questions to better understand your needs. Capstone Behavioral Healthcare uses a standard intake process for this evaluation. The evaluation will assist in determining how to help you meet your goals and objectives. Our professional staff will also assist you in completing a crisis plan to help you in times of any emergency. If Capstone offers the services you need, you will be matched with the best program and clinician to achieve your goals and objectives. If the agency does not provide services appropriate to your needs, alternative services in the community will be discussed. It may be appropriate, with your permission, to obtain prior treatment records, meet family members/significant others, or discuss your treatment with other healthcare providers.

Appointments

Appointments are usually made ahead of time. The frequency of appointments will be established based on individual need. Please notify our office 24 hours in advance to reschedule appointments. Should Capstone need to reschedule an appointment, you will be contacted at the earliest possible time.

Children under 18 need to have a parent or guardian present during an appointment with their medical provider. Parents will need to give consent for treatment for the use of medications.

Emergency

In the event of emergency, you may obtain assistance 24 hours per day. During business hours you can call the Capstone Behavioral Healthcare office number, 641-792-4012 in Newton and 641-260-8270 for Grinnell. During office hours, the phone will be answered by a staff member. After regular office hours, Capstone has partnered with Foundation 2 Crisis Center to answer all incoming crisis calls.

After Hours

**Foundation 2 Crisis Center
1-800-332-4224**

Client Rights

You have the right to:

1. Treatment based on your needs.
2. Treatment without regard for race, sex, age, or religious belief;
3. Be received and treated in a manner that enhances autonomy, privacy, dignity and self esteem;
4. Receive treatment in a manner free of discrimination or sexual harassment;
5. Receive treatment in the most appropriate and least restrictive manner;
6. Be protected from invasion of privacy;
7. Confidentiality concerning your private information;
8. Choose/refuse your level of participation in treatment or research;
9. Be fully informed about risks of treatment or research;
10. Express your opinion about services received.
11. Appeal decisions or actions concerning your treatment;
12. Access your records;
13. Participate in developing your treatment plan.

If you have any questions or concerns regarding these rights, please talk to your counselor or use the Grievance Procedure.

Grievance Procedure

You may appeal staff or agency decisions and actions. First, your therapist or provider should be approached with the problem. If you and your therapist or provider cannot reach a solution that is satisfactory, the next step is to contact the Clinical Director. If that step does not resolve the problem, you may contact the Center Director in writing to explain the situation and steps you have taken in the process to rectify the situation. If there still is no resolution, you may request a hearing before the Executive Committee of the Board of Capstone Behavioral Healthcare. At that time, a written statement is requested from all previous interactions.

If the above actions do not resolve the difficulty, you may call the Iowa Protection and Advocacy Services (515-278-2502) or the Iowa Division of Substance Abuse (515-281-3641).

PCIT

Parent-child interaction therapy, or PCIT, is an evidence-based treatment for young children with emotional and behavioral disorders that places emphasis on improving the quality of the parent-child relationship and changing parent-child interaction patterns.

BHIS

BHIS is a voluntary service that takes place in the home, available at no cost to children who have Medicaid. BHIS helps to assist families who are struggling with a child's behaviors.

Supported Community Living

The Capstone Supported Community Living Program offers both community based and residential services in Jasper County for persons with chronic mental illness. The services are designed to maximize independent living by providing support, direction, and skill training.

Respite Services

This program offers support to men and women who need assistance with increased mental health symptoms, but not requiring hospital level of care. Temporary place to stay is provided with access to staff available to support you. Qualification for funding is determined through Medicaid or CICS.

Transitional Living

J. T.'s Place is a transitional living center for residents of the CICS region who need assistance with creating and carrying out a plan to transition to a stable, affordable living arrangement that meets their needs. Transitional living services are short term services intended to stabilize and reintegrate individuals back into the community.

Integrated Health

The Integrated Health Program is designed to improve access to care; improve the overall health care experience; and improve health outcomes of participants. The Integrated Health Program coordinates services for individuals receiving Habilitation Services who are not on another Waiver.

Capstone Services

Mental Health Outpatient	Supported Community Living
Substance Abuse/Chemical Dependency	Respite Services
Psychological Testing	Transitional Living
Representative Payee Services	Integrated Health
PCT (Parent-Child Interaction Therapy)	Jail Diversion Program
BHIS (Behavioral Health Intervention)	Station Clubhouse

Mental Health Outpatient

The outpatient programs at Capstone Behavioral Healthcare represent the foundation upon which treatment is provided to the citizens of Jasper and Poweshiek. The mental health, psychiatric, and emergency/crisis programs are designed to provide a comprehensive, integrated continuum of treatment and support services.

Substance Abuse/Chemical Dependency

Capstone Behavioral Healthcare provides alcohol/substance abuse assessment, evaluation, treatment and referral for patients with co-occurring disorders. We also provide OWI evaluations.

Psychological Testing

Psychological testing—also called psychological assessment—is the foundation of how psychologists better understand a person and their behavior. It is a process of a problem solving for many professionals—to try and determine the core components of a person’s psychological or mental health problems, IQ, or some other component. It is also a process that helps identify not just weaknesses of a person, but also their strengths.

- ADHD
- ID Wavier
- Bariatric
- Dementia
- MMPI

Representative Payee Services

Capstone offers payee services for individuals who receive Social Security funds. Individuals who utilize this service pay a small fee approved by the Social Security Administration.

Client Responsibilities

You have a responsibility to:

1. Yourself - in order for treatment to be helpful, you and your therapist/counselor must work together in developing and carrying out your treatment plan.
2. Meet your obligations for payment for services (see fee policy) Co-payments are due at time of service.
3. Be on time for appointment or give 24 hours notice when appointment needs to be cancelled or re-scheduled.
4. Smoke or use tobacco products in designated areas only. (Tobacco products may not be supplied to, provided to or used by persons under 18 years of age.)
5. Participate in keeping Capstone Behavioral Healthcare, Inc. a safe, positive and healthy place.
 - Please show respect for others at all times.
 - Report any unsafe conditions to a staff member.
 - No weapons are permitted on Capstone property.

Rules Governing Client Conduct

Rules governing client conduct are established to ensure the safety and welfare of all persons who receive services through Capstone Behavioral Healthcare, Inc. Rules of conduct include the following:

1. Clients will not present for treatment services under the influence of alcohol and/or other mood altering substances.
2. Clients will not present for treatment services in the possession of alcohol and/or other mood altering substances.
3. Client will not display disruptive or threatening behaviors toward staff or any other person while on Capstone Behavioral Healthcare premises.
4. Client will not present for treatment services in possession of guns, knives, explosives or any other weapon.

Failure to comply with the client conduct rules will result in immediate removal from Capstone Behavioral Healthcare premises. Further disciplinary action may include, but is not limited to discharge from the treatment program(s), transfer to a more appropriate level of care or intervention by law enforcement or other legal authorities.

Confidentially

Capstone staff have a professional obligation to respect the confidentiality of information obtained from clients in the course of their work. Information may be released to others only with your written consent, or in situations in which there is clear danger to you or to others or when required by law. All client records are kept confidential and are handled in compliance with the Health and Insurance Portability and Accountability Act (HIPPA), and Iowa Code regarding mental health records and federal regulations governing substance abuse records. Records and professional staff are subject to court subpoena and occasional audit by the Iowa Department of Human Services, the Iowa Department of Public Health and third party/insurance payers. Full HIPPA policy is made available to all clients and displayed in the lobby.

Child and Dependent Adult Abuse

Under Iowa law, the Center's professional staff members are mandatory reporters of neglect, physical abuse, and sexual abuse. Mandatory reporters must report suspected abuse of a child or dependent adult to the Department of Human Services, which will conduct an investigation of the report.

Referrals for Other Services

Should Capstone Behavioral Healthcare not be able to provide the care necessary to treat a particular condition or situation, professional staff will assist in making a referral to an appropriate provider. This may include hospitalization or admission to a higher level of care.

Insurance

Most medical insurance policies cover at least part of the cost of services at Capstone Behavioral Healthcare. It is your responsibility to determine the extent of your coverage, to fulfill any preauthorization requirements and to sign releases to the insurance company to allow us to file claims on your behalf. All insurance payments should come directly to Capstone. If you choose not to use your insurance coverage, you will be charged the full fee for service.

Fee Policy

At first contact with Capstone Behavioral Healthcare the method of payment options will be established. You will be responsible for payment of all services at the time of your visit unless you have coverage through an insurance plan for which we have participating providers. Please bring in your insurance card to every appointment and provide it at check in. It is Capstone's expectation that patients will pay their fee at the time of service. However, if a bill is generated, it is due and payable upon receipt. You are responsible for the yearly deductible, co-payments and for any other services not approved or covered by insurance or other supplemental coverage.

Capstone accepts the following payment methods: **Self pay, Medicaid, Medicare, various private health insurances, and in cases of impoverishment, coverage with prior approval from Central Iowa Community Services.** Capstone will file claims for services with insurance carriers including both primary and secondary contracted insurance plans.

If financial hardship exists, residents must make application to the Central Iowa Community Services (CICS) Office prior to the first appointment to determine eligibility. If determined ineligible for funding through CICS Capstone has a sliding fee schedule for eligible services. If you have any other questions regarding your fee agreement, please discuss the matter with the financial office.

OWI Evaluation Fee

OWI's are not payable to all insurances. This will be \$125 due at time of the appointment. We except cash or debit card only for this appointment.

Treatment Planning

A treatment plan will collaboratively be developed with your treatment provider(s). That will help to guide your care. Every effort will be made to coordinate your services with your primary care physician and/or other treatment entities upon your signed consent. This information is necessary to provide you with the most effective treatment regimen.