

Central City Clinic
109 S. 2nd Street
Central City, KY 42330
Phone: 270-931-5113

Genesis East
2400 Russellville Rd, Bldg. 20
Hopkinsville, KY 42240
Phone: 270-887-5697

Genesis West
290 Burley Avenue
Hopkinsville, KY 42240
Phone: 270-707-2098

Greenville Clinic
506 Hopkinsville St.
Greenville, KY 42345
Phone: 270-338-5211

Madisonville Clinic
200 Clinic Dr.
Madisonville, KY 42431
Phone: 270-821-8874
Phone: 270-821-8875

North Drive Clinic
735 North Dr.
Hopkinsville, KY 42240
Phone: 270-886-5163

Oak Grove Clinic
15095-B Ft. Campbell Blvd.
Oak Grove, KY 42262
Phone: 270-640-6074

Pennyroyal Industries
945 Dawson Rd.
Princeton, KY 42445
Phone: 270-365-9416

Princeton Clinic
1350 US Hwy 62 West
Princeton, KY 42445
Phone: 270-365-2008

Psychiatric Services
739 North Drive
Hopkinsville, KY 42240
Phone: 270-886-9371

Regional Office/IDD Services
3999 Ft. Campbell Blvd
Hopkinsville, KY 42240
Phone: 270-886-2205

Substance Abuse/Emergency
607 Hammond Plaza
Hopkinsville, KY 42240
Phone: 270-886-0486

Trace Industries- North
430 Davenport Rd
Hopkinsville, KY 42240
Phone: 270-885-1601

Trace Madisonville
1235 W. Noel Ave
Madisonville, KY 42431
Phone: 270-821-4102

Trace Cadiz
101 Roger Thomas Blvd
Cadiz, KY 42211
Phone: 270-522-8115

Trilogy Center for Women
100 Trilogy Ave
Hopkinsville, KY 42240
Phone: 270-885-2902

Veteran's Program
506 Boales St.
Hopkinsville, KY 42240
Phone: 270-997-5099



Pennyroyal
Center *A path to a better
life starts here.*

CLIENT HANDBOOK

Revised: 11/27/2018

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SCOPE OF SERVICES

Pennyroyal Center is a community behavioral health center serving individuals who reside in one of the eight county regions that include Caldwell, Christian, Crittenden, Lyon, Hopkins, Muhlenberg, Todd and Trigg counties. Pennyroyal Center offers a variety of services that includes behavioral health, substance use, and intellectual and developmental disability services for adults and children. More information regarding specific services offered is described under Service Options in this handbook.

QUALITY ASSURANCE

Pennyroyal Center is licensed by the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities. The outpatient behavioral health services and crisis intervention services for adults and children are CARF accredited, insuring you receive quality services.

HOURS OF OPERATION

The outpatient behavioral health clinics are open Monday- Friday from 8:30am to 5:00pm. Groups and other services may be available after hours and on weekends based on need. Pennyroyal Center administrative office is open Monday- Friday from 8:30am-5:00pm.

EMERGENCIES

Pennyroyal Center operates a crisis line (RESPOND) that is part of the National Suicide Prevention Lifeline and may be accessed 24 hours a day by calling **1-877-473-7766** outside Christian County or call 270-881-9551 inside Christian County. Texting options: Adults text RESPOND to **839863** and youth text CONFIDE to **839863**. You may also access our chat feature by going to our website www.pennyroyalcenter.org In the event of a life-threatening or medical emergency, call 911.

ASSESSMENT

Every new client of Pennyroyal Center will have a psychosocial assessment completed by professional staff to help determine the most appropriate service for you. Once the assessment is completed, the professional staff will discuss needs and treatment options along with making recommendations for services so you can choose which is best for you. A professional staff person will be assigned as your case monitor, which means he/she will help in coordinating your treatment and assist you in developing your treatment goals. Throughout your treatment, the treatment plan and psychosocial assessment will be updated periodically based upon your progress and specific needs. Options for treatment may include one or more of the following:

SERVICE OPTIONS

Behavioral Health Services

Individual Therapy

This is available to individuals who are experiencing difficulties and impaired functioning in handling life's challenges. You will work one on one with a licensed professional focusing on identified treatment goals.

Family Therapy

Family therapy is similar to individual counseling except the session includes family members with goals identified for all. Generally, family therapy is usually provided when the person served is a child/adolescent.

Group Therapy

Certain issues are better treated in a group setting. Pennyroyal Center offers group therapy for various issues and populations based on need.

Psychiatric Services

Psychiatric services are available to individuals needing an evaluation and monitoring for psychotropic medication. A referral from your assigned therapist is required to access psychiatric services. Psychiatric services are provided by psychiatrists and APRN staff.

SMI Case Management

This service is available to adult clients who are identified with a severe mental illness and are in need of additional support, such as accessing medical, social, educational, or other services essential to meet basic human needs, while remaining independent in the community. A referral from Pennyroyal Center or Western State Hospital staff is required to access this service.

Comprehensive Community Support Services

Comprehensive Community Support Services are available to adult clients identified with a severe mental illness. These individuals are in need of additional skills to enable them to remain independent or improve their lives in the community. A referral from Pennyroyal Center or Western State Hospital staff is required to access this service.

SMI Supported Employment

SMI Supported Employment is available to adult clients identified with a severe mental illness. This service assists individuals in finding and maintaining meaningful employment in their communities. For additional information or to apply for SMI Supported Employment, please contact the Office of Vocational Rehabilitation.

IMPACT

This service is coordination for children who are identified as severely emotionally disabled and need assistance and support in accessing medical, social, educational and/or other services in the community. IMPACT serves children ages 3-21 and a psychiatric disorder by a behavioral health professional is required.

Child Behavior Specialist

Services provided by our Behavior Specialist for children ages birth to 5 who are experiencing behavior issues and meet the criteria for Medicaid eligibility.

Crisis Services

Crisis Stabilization Programs provide prompt and accessible interventions on a least-restrictive basis to adults and children who meet the criteria for emergent or urgent behavioral health needs. Crisis focuses on stabilizing the client and restoring him/her to pre-crisis or improved levels of functioning while remaining in the local community, whenever possible.

Assertive Community Treatment (ACT)

ACT is an intensive form of service delivery for adults with SMI who have needs that have not been met well with traditional services. ACT is a team-based approach to delivering comprehensive and flexible treatment, support, and services. The ACT Team shares one case load and each team member has regular contact with the clients. The goal of ACT is to provide frequent, usually daily, contact with clients to assist them in living independently, outside of a personal care home or psychiatric hospital, while achieving and maintaining stability and avoiding hospitalizations.

Peer Support Services

Peer Support Specialists are individuals who have had significant, life-altering experiences in areas such as behavioral health, substance use, domestic abuse, etc. Because of their life experiences and being in recovery, Peer Support Specialists have expertise to help their peers gain hope and move forward in their own recovery.

Substance Use Services

Substance use services are available to individuals who are experiencing difficulties with alcohol and/or other substances. Pennyroyal Center will complete an assessment and based on American Society of Addiction Medicine (ASAM) criteria for adults and Global Appraisal of Individual Need (GAIN) for children, will recommend the appropriate level of treatment which can include individual, group, intensive outpatient, and residential. Pennyroyal Center also provides court ordered treatment for DUI, drug court and other court ordered services.

MAT Clinic (Medication Assisted Treatment)

The program consists of short term intensive treatment, with targeted completion occurring approximately six months following initiation. Treatment is provided in three phases consisting of group therapy, individual therapy and medication management. Group and individual therapy are designed to be most intense in the beginning with three group therapies and one individual therapy per week, titrating down to one group and one individual therapy per week. Following completion clients will be linked to broad trauma informed behavioral health supportive services to assist in promoting the client's long term recovery.

Genesis West

Genesis West is a 16 bed residential women's facility providing services for both substance use and behavioral health issues. There is an array of services provided to help clients on their road to recovery. The length of stay depends on individual need and progress made during treatment.

Genesis East

Genesis East is a 16 bed residential men's facility providing services for both substance use and behavioral health issues. There is an array of services provided to help clients on their road to recovery. The length of stay depends on individual need and progress made during treatment.

DUI

DUI Services are available for any person convicted of driving under the influence DUI. Services include the Kentucky DUI assessment and outpatient treatment services that address the issues related to receiving a DUI conviction. Treatment services may consist of group services. Services for persons with a DUI under 21 conviction are also available.

Adult Drug Court

Services are specifically designed to meet the requirements of the Drug Court programs currently operating in 6 of the 8 counties in our region. This program involves groups and individual sessions. Aftercare treatment may be provided if appropriate.

Veteran's Center

This is a 50 bed facility for homeless veterans. Referrals are made through the VA. Clients with substance use issues receive treatment along with vocational skills training while in the program.

Trilogy Center for Women

Trilogy is a 100 bed recovery program for women. The program is designed to provide a safe environment to assist women through recovery from drugs and alcohol addiction. The program assists women in being successful in their transition to sober living.

Domestic Violence

Services are available for individual's court ordered for domestic violence treatment. Clients will receive an assessment to determine the type and frequency of treatment which may include individual and/or group therapy.

Regional Prevention Center (RPC)

The Regional Prevention Center (RPC) is a resource for the community. The RPC provides alcohol, tobacco, and other drug prevention services including consultation and technical assistance, training and education programs, public information, community mobilization, and coalition development. Housed within the RPC is the KY Moms MATR program which provides education and case management services for pregnant and postpartum women.

Intellectual and Developmental Disabilities (I/DD)

Staffed Residence

Provides 24 hour staff in a home with a maximum of 3 individuals in the Supports for Community Living Waiver. This program ensures all the individual needs are being met for individuals to live successfully in the community.

Case Management

Ensures all services requested are located and utilized. Encourages advancement in the community, while ensuring all client rights are maintained.

Adult Day Training

Trace Industries provides vocational skills and on the job training in a safe environment for individuals with intellectual and developmental disabilities, mental illness and substance use.

I/DD Crisis

I/DD Regional Crisis is for individuals in all agencies in region 2 who have currently exhausted all other resources. It is a program that offers educational services, emergency medication appointments, crisis respite for stabilization, as well as therapy appointments.

Adult Foster Care

Level II residential services are provided in a family home provider setting or adult foster care setting, for no more than three people living together who require up to 24 hours a day of support.

First Steps

First Steps is a program for children birth to three years old. First Steps offers speech, occupational therapy, physical therapy, developmental intervention, and service coordination to children found to be eligible for the program.

Respite/Community Living Supports

Provided traditionally to give caregivers a much needed break and allow the individual to develop other relationships with people other than family at home and in the community.

Participant Directed Services (PDS)

Participant Directed Services (PDS) is provided through Michelle P. Waiver or Supports for Community Living (SCL) waiver to empower the individual and their family to hire workers to perform services needed on a daily basis to make the individual's life as successful as possible.

Supports for Community Living (SCL) Waiver

The SCL waiver program was developed for Kentucky citizens as an alternative to institutionalization. The Supports for Community Living (SCL2) waiver is a home and community based Medicaid waiver program providing an array of services in the home and community. Residential placements such as Staffed Residence and Adult Foster Care are included in this waiver.

Michelle P. Waiver

The Michelle P. Waiver is a home- and community-based waiver program of the Kentucky Medicaid program developed as an alternative to institutional care for people with intellectual or developmental disabilities. The waiver allows individuals to remain in their homes with services and supports.

INDIVIDUAL TREATMENT PLANS

After your initial psychosocial assessment is completed, an individual treatment plan will be developed with you to establish goals and the steps necessary to reach your treatment goals. We utilize a person-centered approach in treatment planning, which means you decide what you want to work on, who will help, and which services are best for you. The plan will build on your strengths to address your specific needs. The plan will be an outline to your treatment at Pennyroyal Center. As your needs change, it is necessary to review the plan and update periodically.

TRANSITION/DISCHARGE PLANNING

At the time your individual treatment plan is developed, decisions on how to know you have completed treatment will be discussed. Transition/discharge plans will be discussed and identified on the initial treatment plan. If the plan identifies any needs beyond the scope of the program, appropriate referrals will be made, to assist in transition to other community services. Your case monitor will provide coordination and ongoing communication between internal and external service providers.

LATE ARRIVAL/MISSED APPOINTMENTS

You are responsible to be punctual and arrive on time for all appointments. **First time** appointments are asked to arrive at least **thirty minutes prior** to the actual scheduled appointment time. It is recommended for **ongoing** clients to arrive **10-15 minutes before** the scheduled appointment. Please remember to check in at the front desk. In an effort to promote client responsibility, any client who arrives late for a therapy session or medication management may only be seen if the provider's next appointment has failed to appear. Clients 10 minutes late for group will not be allowed in the group session. The client may be given the opportunity to reschedule the appointment. If you fail to appear for a psychiatric appointment without canceling or rescheduling your appointment, you will not be given refills on your medication. You will be given the option to receive a phone call or text message appointment reminder for your psychiatric appointment to aid you in keeping those appointments.

Please contact the clinic where you receive services if you have to miss an appointment at least 24 hours in advance. Staff will work with you to reschedule the appointment as soon as possible. To ensure availability of services to all clients, if you miss more than 3 appointments within 3 months (of any type) staff will be unable to schedule another appointment for you. You will be eligible for services 6 months following the last failure to appear appointment.

SECLUSION AND RESTRAINT

Pennyroyal Center does not utilize any type of seclusion and/or restraint in any of its programs in response to assault or aggression in the provision of services. In addition, intrusive procedures such as strip searches and/or pat downs are not utilized in any program.

Restraint- defined as the use of physical, mechanical, or other means to temporarily subdue an individual or otherwise limit the individual's freedom of movement.

Seclusion- defined as the separation of an individual from normal program participation in an involuntary manner. The individual is in seclusion if freedom to leave the segregated room or area is denied. Voluntary time-out is NOT considered seclusion.

URINE DRUG SCREENS

Some programs of Pennyroyal Center require random and/or routine urine drug screens. If you are involved with a program with this requirement, you are expected to comply with the urine drug screen process. Staff will take steps to respect your privacy while ensuring the procedure to obtain a valid urine drug screen is followed. You will be responsible for the cost of the drug screens unless other arrangements have been made.

USE OF ELECTRONIC DEVICES AND CAMERAS

The Pennyroyal Center is committed to protecting the privacy and confidentiality of our clients and staff members. Audio recording, video recording, and/or taking pictures are prohibited on the premises of the Pennyroyal Center. Doing so is a violation of the rights of those not informed and may result in termination of services.

CLIENT RIGHTS

- To be treated with dignity and respect this includes being free from abuse; financial or other exploitation; retaliation; humiliation; and neglect.
- To receive quality treatment within Pennyroyal Center capabilities regardless of race, religion, gender, age, ethnic background, mental and/or physical disabling condition, sexual orientation, gender identity, familial status, or ability to pay.
- To be provided confidentiality and protection from any unwarranted disclosure regarding my treatment, unless I have given permission to release information or reporting is required by law.
- To be aware of the professional credentials and licensing if required of all individual(s) providing service(s) to me.
- To actively participate in my service planning process.
- To be provided clear information about Pennyroyal Center procedures for emergencies and after hours calls.
- To be provided information regarding rescheduling missed appointments.

- To be informed verbally and/or in writing about the benefits, risks and side effects of medication prescribed for me.
- To consent or refuse treatment/service to the extent permitted by law and to be informed about the possible consequences of my action.
- To expect to receive the necessary services to the best of Pennyroyal Center ability.
- To expect to receive an explanation about the charges for my services.
- To receive any needed explanations about the contents of my medical record.
- To request a different professional service provider in writing to the appropriate clinic coordinator or program manager or his/her supervisor.
- To use Pennyroyal Center grievance procedure, if I feel my rights have been violated.
- To get adequate information, including risks and benefits, and to give a written informed consent, before I agree to participate in any research project.
- To be informed about the purpose of a videotaped or recorded session, and to give a written informed consent before proceeding.

It is the policy of Pennyroyal Center that no client of the Center will be discriminated against on the basis of race, color, sex, gender identity, national origin, age, sexual orientation, religion, disability or other factor which would constitute a violation of civil rights.

GRIEVANCE PROCEDURE

Pennyroyal Center is committed to providing individuals with the best possible service. Part of this commitment is encouraging an open atmosphere in which any problem, complaint, suggestion or question receives a timely response until the concern is resolved. If you disagree with established rules of conduct, policies, practices, or treatment decisions, you can express your concern through the Grievance Procedure.

1. Any individual with a concern or complaint should first try to resolve the problem with the specific person involved, whenever possible. This should be done as timely as possible in relation to the occurrence.
2. If an agreement is unable to be reached, or you do not feel comfortable addressing the person involved, the grievance should be brought to the Regional Clinic Coordinator/Program Manager. The Regional Clinic Coordinator/Program Manager will consult with you regarding your concerns as warranted.
3. If the issue is not resolved by the Regional Clinic Coordinator/Program Manager, you have the right to present your grievance to the Ombudsman. The Ombudsman may be contacted in writing- Ombudsman, Pennyroyal Center at P.O. Box 614, Hopkinsville, KY 42240 or by calling 270-886-2205.
4. If you feel the issue is still not resolved by the Ombudsman, you may request the grievance be presented to the Chairman of the Board, who will appoint a grievance committee, composed of Board Members, to hear any complaints not resolved.
5. Grievances or complaints not resolved through the above procedures may be directed to the office of the Ombudsman, Cabinet for Human Resources, 275 East Main Street, Frankfort, KY 40621, (502)564-5497

The decision to utilize the Grievance Procedure shall be your voluntary decision. You will not be penalized or retaliated against for voicing a complaint with Pennyroyal Center in a reasonable, business-like manner or for using the grievance procedure regardless of outcome.

CLIENT FOLLOW-UP/SATISFACTION

Pennyroyal Center wants to be sure we are providing the best services possible. One way to measure how well we are doing is to ask you! We want to get information and feedback from you and one way we accomplish this is through the state mandated Client Satisfaction Surveys conducted annually in the clinics.

Pennyroyal Center has an agency client satisfaction survey that will be made available to all clients to gather information on what was helpful, overall quality of care, achievement of outcomes, and overall satisfaction. Completing and returning this survey is very important to help in performance improvement, program planning, and resource planning.

Some programs have their own specific client survey and we invite and encourage you to complete the survey and give us feedback. In order for us to continue to grow and improve, we need to hear how we are doing.

Completing the Client Surveys will in no way have a negative impact on the services you receive.

STANDARDS OF PROFESSIONAL CONDUCT

Pennyroyal Center is committed to providing services to you in a professional, competent and ethical manner. The following are guidelines regarding professional behavior in the provision of the agency's services.

- Staff will establish and maintain appropriate boundaries with clients.
- Staff will avoid dual relationships.
- Staff should refrain from any activities that may violate client trust.
- Staff must not share their religious beliefs or values with clients, or their political views.
- Staff will provide services to clients in a manner that respects their dignity, integrity, and rights as stated in agency documentation.
- Staff will respect an individual's beliefs and differences by not attempting to change or influence personal views.
- Maintain confidentiality in all interactions and documentation and only release information as allowed by legal standards.
- Insure clients know the benefits, risks, side effects and other pertinent information in order to make an informed decision regarding treatment.
- Provide services to individuals according to one's qualifications, training, competence, and position.
- Staff will recognize potential situations of violence and protect the individual from harming him/herself or society by notification of the proper authorities.
- Staff will not engage in romantic or sexual relationships with clients, their family members or guardians.

CLIENT RESPONSIBILITIES

It is reasonable to expect and encourage you to assume certain responsibilities since the greater your involvement the more likelihood of achieving the best outcomes in your ongoing recovery. You are encouraged to:

- Tell your provider about your symptoms and mental-health history.
- Be actively involved in specific decisions related to your treatment.
- Tell us about any changes in your life. This includes new addresses and phone numbers.
- Cooperate with providers in developing and carrying out agreed upon treatment plans.
- Recognize the limitations of behavioral and medical science.
- Show respect for other clients and providers.
- Keep appointments or call as soon as you know you must cancel.
- Meet your financial obligations, along with helping us to decide if you are eligible for any sliding scale fee.
- Follow the law.
- Respond to client satisfaction surveys to improve services for anyone who needs them.
- Use the agency internal grievance procedure to address any concerns that may arise.
- Take responsibility for maximizing healthy habits, such as exercising, eating a healthy diet and managing stress.

REASONABLE ACCOMMODATIONS

We follow the requirement of the Americans with Disabilities Act (ADA), and provide reasonable accommodations when requested to ensure everyone who needs (and is eligible for) services is able to access them.

Pennyroyal Center will assist in securing American Sign Language interpretation services for individuals who are hearing impaired at a level that permits them to interact effectively with the provider. RESPOND is also equipped with a TTY line.

Pennyroyal Center facilities are handicap accessible. Parking lots have designated handicapped accessible parking spaces. If you require a particular type of assistance, please notify us when you call for services or arrive for your first appointment.

Pennyroyal Center will also assist in securing interpretation services for individuals who are limited in their ability to speak, read, write, or understand the English language at the level that permits them to interact effectively with the provider.

CONFIDENTIALITY AND PRIVACY NOTICE

All services provided to you are confidential. It is Pennyroyal Center practice to not release information to any outside parties without the signed consent of the client (or parent/guardian). State law makes certain exceptions to privacy regarding issues of suspected child abuse or neglect, vulnerable adult abuse, or when threats of physical violence are involved. Staff members are required to report knowledge of any of the above issues.

Our goal is to provide you with privacy without disrupting your care. As a client, you should receive information upon demand about how information is protected. Please know that you, or your parent/guardian must sign a release form for Pennyroyal Center to share sensitive information. This release form will contain a statement that consent may be withdrawn at any time, as well as the date or condition upon which the consent will expire if it is not withdrawn.

- The type(s) of information that will be disclosed (nature and extent)
- Who has the authority to disclose information
- To whom the information will be disclosed
- For what purpose(s) the information is needed

There are certain special situations that may require the release of sensitive information. These situations include medical emergencies, cases of child abuse and neglect, court orders, and threats against others. The signature of a parent/guardian is required on the consent form unless state law authorizes treatment without parental consent. For clients who are legally incompetent, a legal guardian must be appointed to make decisions concerning release of confidential information. In all other situations, information may only be released with the written consent of the client.

Privacy

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. If you have any questions about this notice, please contact the Privacy Officer at 270-886-2205.

This notice informs you of how Protected Health Information about you can be created, shared, protected, and maintained. You have the right to the confidentiality of your medical information and the right to approve or refuse the release of specific information except when law requires the release.

Who will follow this notice? This notice describes Pennyroyal Center practice regarding the use of your medical information and that of:

- Any health care professional authorized to enter information into your medical record.
- All departments and units of Pennyroyal Center that you may visit.
- Any member of a volunteer group that we allow to help you while you are a client of Pennyroyal Center.
- All employees, staff and other personnel who may need access to your information.
- All entities, sites and locations of Pennyroyal Center follow the terms of this notice and may share information with each other for treatment purposes, payment or healthcare operations as described in this notice.

Our pledge regarding medical information: We understand that medical information about you and your health is personal. Protecting medical information about you is important. We

create a record of the care and services that you receive. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all records of your care generated by Pennyroyal Center, whether made by health care professionals or other personnel.

This notice will tell you about the ways in which we may use and disclose medical information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information.

What is my Protected Health Information? Anything from the past, present, or future about your mental or physical health or condition that is spoken, written, or electronically recorded, and is created by or given to anyone providing care to you, such as, a health plan, a public health authority, your employer, your insurance company, your school or university, or anyone who processes health information about you.

What rights do I have about my Protected Health Information?

Consent—You have the right to consent to the use and disclosure of your Protected Health Information for the limited purpose of diagnosis and administering and paying for your treatment.

Authorization—You have the right to authorize the sharing of your Protected Health Information for other purposes.

Access—You have the right to request an opportunity to inspect or copy health information used to make decisions about your care – whether they are decisions about your treatment or payment of your care.

Amendment—You have the right to request that we amend your Protected Health Information.

Confidential Communications—You have the right to be informed about and share your Protected Health Information in a confidential manner chosen by you. The manner you choose must be possible or reasonable for us to do.

Restrictions—You have the right to restrict certain uses and disclosures of your Protected Health Information. We do not have to agree to your restrictions.

Accounting—You have the right to obtain a copy of a record of certain disclosures of your Protected Health Information that we make.

Privacy Notice—You have the right to obtain the Privacy Notice form. You may get a copy of the current Privacy Notice by requesting it from the front desk staff or the Privacy Officer.

Your Copy of Your Medical Record:

You are entitled to receive one free copy of your medical record. Once you have received the free copy, any additional copies will cost \$1.00 per page. This applies regardless of the timeframe since you received your free copy.

CONSENT

With your consent, we can share information about your health with other treatment specialists so that you can receive the most appropriate treatment. With your consent, we may use or share information about when and for what purpose you were seen, so that we can be paid for treating you. We may use or disclose, as needed, your information in order to support business activities

of Pennyroyal Center such as auditing, training staff, and quality assessments and would also include calling you by name in the waiting room.

You may also revoke your consent. You must do this in writing; however, we reserve the right to refuse to provide further treatment to you, on the basis of your refusal to allow us to share your information for the purposes of treatment, payment, and healthcare options.

AUTHORIZATIONS

What can be done with my information if I authorize disclosure? With your authorization, we can share your PHI for reasons other than to diagnose you and to administer and pay for your treatment. For example, you may agree to allow us to share your PHI with a drug company so that your eligibility for reduced cost medications or free medications samples may be determined.

Can I revoke my authorization? Yes, you can revoke your authorization. You must do this in writing so we can stop sharing your PHI. We are permitted to share your PHI until we receive your written revocation. Understand that we are unable to take back any disclosures we have already made with your authorization and that we are required to retain our records of the care that we provide to you.

Are there any circumstances when my PHI can be shared without my consent or authorization? Yes, your PHI can be shared without your prior consent or authorization:

1. In an emergency so long as consent is obtained as soon as possible
2. When required by law according to specific requirements:
 - a. For public health activities
 - b. To protect victims of abuse, neglect, or domestic violence
 - c. For health oversight activities
 - d. For judicial and administrative proceedings
 - e. For law enforcement purposes
 - f. To a coroner
 - g. To a funeral director
 - h. For organ/eye/tissue donation
 - i. For research purposes
 - j. To avert serious threats to health or safety
 - k. For Workers' Compensation
3. When there are substantial communication barriers and it is reasonable to believe that you are giving your consent or authorization
4. Inmates: We may use or disclose your PHI if you are an inmate of a correctional facility and your clinician created or received your PHI in the course of providing care to you.

CONSENT FOR MEDICATION TREATMENT

Staff will have documentation or confirmation of informed consent for each medication prescribed and/or administered, when possible. Consent is documented in the client record when

the provider receives written or verbal consent from the client for the medication. Psychotropic medication will only be prescribed to clients ages six and older.

In order to provide effective and appropriate medication management, clients will not be allowed to change medication providers without consulting with their current provider. Clients will not be allowed to transfer providers if they are requesting to do so because a certain medication or medication class has not been prescribed to them by their current provider at their request.

ADVANCE DIRECTIVES

You have the right to make decisions concerning your health care, including the right to accept or refuse medical treatment (unless court ordered), and the right to formulate Advance Directives, as permitted under State law. No individual shall be discriminated against, or have care conditioned on whether the individual has executed any Advance Directives.

In the event that you would like additional information; you will be provided with appropriate contact information and/or documents. Federal Law requires that clients receive information regarding Advanced Directives. For additional information regarding Psychiatric Advance Directives, please speak with your psychiatrist. You may also contact your legal counsel.

FINANCIAL AGREEMENT-FEE FOR SERVICES

Pennyroyal Center is a not-for-profit organization, established to help people with behavioral health, intellectual and developmental disabilities, and substance use problems along with providing consultation and education to community organizations. All fiscal operations are in accordance with generally accepted accounting principles.

When you receive services at Pennyroyal Center, you are expected to pay all insurance co-payments and deductibles at the time services are rendered. If you have no insurance, you are required to pay 100% for services rendered at each visit unless prior arrangements are made. If you have insurance that pays the insured (you) directly, you are responsible for the entire fee at the time services are rendered.

Your insurance policy is a contract between you and your insurance company. Pennyroyal Center is not a party to that contract. As a courtesy, our fiscal services office will submit bills to insurance carriers. In order to facilitate claims processing, you must provide all insurance policy information and changes to our office. If, as often is the case, the insurance company pays less than 100%, you will be charged for the remainder. If the service is billed correctly and timely and payment is not received from the insurance company within 60 days, you will be expected to pay the fee. It will then be your responsibility to pursue reimbursement from your insurance company. The fees charged at Pennyroyal Center reflect the usual and customary rates in the area. You are responsible for payment regardless of any insurance company's arbitrary determination of usual and customary rates for services. The bill is your responsibility, regardless if your insurance company pays or not. Delinquent accounts may be turned over to a professional collection agency or attorney for appropriate action. You (and/or parent/guardian)

will assume responsibility for all collection charges incurred, including but not limited to: Legal fees and court costs.

SLIDING FEE SCALE

As part of the Kentucky Department for Behavioral Health, Developmental and Intellectual Disabilities Behavioral Block Grant, Pennyroyal Center will charge clients with no insurance on a sliding fee scale. The sliding fee scale shall be explained to eligible clients during the business office interview. The sliding fee scale rates will not be applied to agencies, organizations or third party payors. For clients served under this contract, Pennyroyal Center may not refuse to offer or provide services due to the client's inability to pay. A client shall not be denied access to services for non-payment without it being addressed as part of the treatment plan with a reasonable time-frame for resolution of the issue. However, services may be denied to clients who fail to address financial responsibilities as indicated in the treatment plan and refuse or are unwilling to pay their agreed upon fee.

At the time of admission if you are served under the contract, you will sign a financial agreement outlining the policies/procedures with regard to the sliding fee scale. The financial agreement will indicate the discount (if applicable) based on the household income (client, spouse, significant other, etc.) and number of individuals in the household. Proof of income is required prior to signing the financial agreement. Failure to provide proof of income may result in the implementation of the maximum rate per program until such proof is provided and at which time a new financial agreement will be completed/signed. Once proper documentation is submitted (i.e., check stubs for family members [self/spouse], previous tax returns, etc.), the sliding fee will be put into effect from that date forward. Financial agreements will not be backdated.

SAFETY PRACTICES AND PROCEDURES

Pennyroyal Center has procedures in place to protect the health and safety of clients. There is a NO TOBACCO policy in Pennyroyal Center buildings and/or vehicles. However, residential programs do have designated smoking areas. No illegal substances, alcohol, or weapons are allowed in Pennyroyal Center facilities or vehicles. It is not acceptable for you to present for services impaired from the use of legal (alcohol, prescription, over-the-counter, or herbal remedies) or illegal substances. No prescription medication will be brought on the premises by any person other than for whom it is prescribed.

In the event of an emergency, there are evacuation plans posted in each facility in several locations. Pennyroyal Center staff will also direct you regarding the procedures to follow. Please let us know if you require any special accommodations if there is an emergency in the building. The agency will hold periodic drills to ensure that our procedures are effective. If a drill or actual emergency occurs, please remain calm and follow staff direction.

EXITS- signs are located above each door. The emergency evacuation routes are posted throughout the building. Please take a moment to review the exit route when you are here.

FIRE- Extinguishers are located throughout the building on the interior walls. If you see a fire, report it immediately to the closest staff member. You will leave the building and go to the designated area.

BOMB THREAT- In the event of a bomb threat, we will evacuate the building in the same manner as if there was a fire. Proceed to the designated area and wait for further instructions from staff.

TORNADO WATCH OR WARNING- If the area is under a tornado watch, the staff will monitor the weather alerts. If a Tornado Warning is issued, you will move to the designated interior location inside the building. Staff will inform you when conditions are safe to return to the offices or leave the building.

INJURY- If you are in need of First Aid, notify the nearest staff person. First Aid kits are located in each building; however, for anything other than a very minor injury or illness, Pennyroyal Center staff will call for an ambulance.

THREAT OF VIOLENCE- If there is a threat or act of violence in the building, Pennyroyal Center staff will take action to ensure client safety. Law Enforcement may be called immediately.

AGENCY HOLIDAYS

Services will not be available (except for Emergencies and 24 hour programs) on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after
- Christmas Eve and Christmas Day

COMMUNITY RESOURCES LISTED BY COUNTY

Caldwell County

HOPE Center 105 Educational Dr Princeton, KY (270) 365-8050	COPE Center 440 Beckner Lane Princeton, KY (270) 365-8026	Christ Tabernacle Food Pantry 1839 US-62 Princeton, KY (270) 365-1744
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PACS 200 Eagle St Princeton, KY (270) 365-7446	Good Samaritan House of Hope 102 E Main St Princeton, KY (270) 601-3129	Caldwell County Free Clinic 206 W Main St Princeton, KY (270) 365-0901
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DCBS Family Support 300 Micbeth Dr Princeton, KY (855) 306-8959	Health Department 600 S Jefferson St Princeton, KY (270) 365-6571
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Christian County

Aaron McNeil House 604 E 2 nd St Hopkinsville, KY (270) 886-9734	Salvation Army P.O. Box 427 Hopkinsville, KY (270) 885-9633	Sanctuary House P.O. Box 1165 Hopkinsville, KY (270) 885-4572
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PACS 708 S. Liberty St Hopkinsville, KY (270) 885-4959	DCBS Family Support 644 North Drive Hopkinsville, KY (855) 306-8959	St. Luke's Free Clinic 408 W 17 th St Hopkinsville, KY (270) 889-9340
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Health Department
1700 Canton St
Hopkinsville, KY
(270) 887-4160

Micah Mission
209 S. Main St
Hopkinsville, KY
(270) 890-3672

Red Cross
1411 S Main St
Hopkinsville, KY
(270) 885-5328

United Way
1110 S Main St
Hopkinsville, KY
(270) 886-8171

Social Security Office
1650 Marie Dr
Hopkinsville, KY
(270) 886-9462

Crittenden County

PACS
210 N Walker St
Marion, KY
(270) 965-5229

Health Department
190 Industrial Dr
Marion, KY
(270) 965-5215

DCBS Family Support
815 S Main St
Marion, KY
(855) 306-8959

Hopkins County

PACS
136 Branch St
Madisonville, KY
(270) 821-8114

DCBS Family Support
1086 Thornberry Dr
Madisonville, KY
(855) 306-8959

Health Department
412 N Kentucky Ave
Madisonville, KY
(270) 821-5242

Salvation Army
805 McCoy Ave
Madisonville, KY
(270) 821-8112

Red Cross
111 S Main St
Madisonville, KY
(270) 821-6784

Habitat for Humanity
43 S Daves St
Madisonville, KY
(270) 825-1539

Social Security Office

4431 Hanson Rd

Madisonville, KY

(270) 825-9125

Lyon County

PACS

631 W Dale Ave

Eddyville, KY

(270) 388-2171

Health Department

211 W Fairview Ave

Eddyville, KY

(270) 388-9763

DCBS Family Support

620 W Dale Ave

Eddyville, KY

(855) 306-8959

Muhlenberg County

PACS

55 Career Way

Powderly, KY

(270) 338-6222

Health Department

105 Legion Dr

Central City, KY

(270) 754-3200

DCBS Family Support

518 Hopkinsville St

Greenville, KY

(855) 306-8959

Hope2All Food Pantry

307 W Mose Rager Blvd

Drakesboro, KY

(270) 476-5152

Todd County

PACS

104 Morris Weathers St

Elkton, KY

(270) 265-2147

Health Department

205 E McReynolds St

Elkton, KY

(270) 265-2362

DCBS Family Support

102 N Williams Ln

Elkton, KY

(855) 306-8959

Trigg County

PACS

127 Joy Lane

Cadiz, KY

(270) 522-8341

Health Department

196 Main St

Cadiz, KY

(270) 522-7189

DCBS Family Support

277 Commerce St

Cadiz, KY

(855) 306-8959

Helping Hands

65 Main St

Cadiz, KY

(270) 522-1001

For information regarding the Family Resource Center, please contact your local school or board of education.