

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

Emergency/ Crisis Services
737 North Dr.
Hopkinsville, KY 42240
270-885-5536

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 Drive
Madisonville, KY 42431
Phone: 270-821-8874

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

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 A North Drive
Hopkinsville, KY 42240
Phone: 270-886-9371

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

Children's Services
607 Hammond Plaza
Hopkinsville, KY 42240
Phone: 270-886-0486

Genesis Admissions and PDS
400 Hammond Dr
Hopkinsville KY 42240

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

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

Pennyroyal Veterans Center
506 Boales St.
Hopkinsville, KY 42240
Phone: 270-997-5099



CLIENT HANDBOOK

Revised: 6/09/2025

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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 8:00 a.m. - 5:00 p.m. Groups and other services may be available after hours and on weekends based on need. Pennyroyal Center administrative office is open Monday - Friday from 8:00 a.m. - 5:00 p.m.

EMERGENCIES

Pennyroyal Center offers 24/7 crisis support through our RESPOND hotline. RESPOND is a 24-hour crisis line staffed by trained professionals who provide immediate emotional support, suicide prevention, and behavioral health crisis intervention. If additional support is needed, RESPOND can coordinate additional crisis response services, delivered by qualified staff either in person or via telehealth, depending on the situation and clinical need.

RESPOND is also integrated with the 988 Suicide & Crisis Lifeline, ensuring coordinated access to both national and local resources.

How to Access Help:

- Call RESPOND (24/7):
 - Outside Christian County: 1-877-473-7766
 - Inside Christian County: 270-881-9551
- Text Options (24/7):
 - Adults: Text **RESPOND** to **839863**
 - Youth: Text **CONFIDE** to **839863**
- 988 Suicide & Crisis Lifeline:
 - Call or text 988, or visit 988lifeline.org to chat online.

In a life-threatening or medical emergency, always call **911**.

Crisis services are available to all, regardless of ability to pay, and are delivered with cultural sensitivity and a trauma-informed approach. All interactions are handled with care, professionalism, and confidentiality.

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. 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 credentialed or 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.

Autism Services

Autism Services provides evidence-based screening, assessment, and treatment for individuals on the autism spectrum. The program offers individualized support to help clients become successful, engaged members of the community. Services include autism screening and diagnostic testing, parent consultations focused on behavior management and positive behavior supports, and individual skill-building to enhance communication, self-advocacy, self-regulation, and daily living skills. Additional offerings include family therapy, care coordination, and seasonal social skills groups.

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.

Integrated Care Services

Services provided by the Integrated Care Team focus on the integration of both physical and mental wellbeing into the treatment approach. Integrated Services are available to Adult (18+) who reside in Christian County.

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.

School-Based Services

School-Based Therapy services provide therapeutic services to children, K-12th grade, in the school setting. During school breaks, clients can be seen via Telehealth or in the clinics.

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 (mental health or substance use) 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.

Therapeutic Rehabilitation Program (TRP)

TRP is a day treatment program that works with adults living with Severe Mental Illness (SMI). TRP works with clients to build and promote independent living skills, healthy coping skills, and provides support to clients so that they can gain or maintain independent living status in the community. TRP is done in a group setting. Currently there are two programs offered in Christian and Muhlenberg Counties. Clients can be referred by therapist, Psychiatrist, WSH, and Medical Providers.

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.

Assisted Outpatient Treatment (AOT)

AOT serves adult clients with a severe mental illness (SMI) who have repeated hospitalization or incarceration, and have shown an inability to maintain treatment on a voluntary basis. Clients are court ordered from Western State Hospital for involuntary treatment with AOT. AOT works to reduce the risk of incarceration or hospitalization while improving their health and well-being.

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.

Mental Health Court

Services are specifically designed to meet the requirements of the Mental Health Court programs currently operating in two of the eight counties in our region. The program utilizes a person-centered approach, with individualized services tailored to address each client's unique needs.

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 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.

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 20-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 six of the eight counties in our region. This program involves groups and individual sessions. Aftercare treatment may be provided if appropriate.

Recovery Oriented Housing (ROH)

The Recovery Oriented Housing (ROH) Program provides a safe, sober living environment for adults recovering from substance use. Clients are referred to the program, generally following a more intense treatment program, by writing a letter to the case manager. While clients reside in ROH, they are provided with individual and group therapy, case management, peer support services and self-help meetings. Residents not only build a foundation in recovery, they also obtain skills for independent living.

Pennyroyal Veterans 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 50-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.

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.

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 designated therapist or case manager 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.

Clients are expected to actively participate in their treatment by attending scheduled appointments, arriving prepared with necessary documentation (e.g., insurance cards, medication lists), and giving at least 24 hours' notice for cancellations. Treatment plans will be discussed and agreed upon between the client and clinician, and follow-up appointments, especially for psychiatric services, are essential to maintaining continuity of care.

Missing appointments without notice is considered a "Failure to Appear." After three such failures within a 90-day period in the same department, services may be paused for 60 days, except in special cases where client well-being or access to care would be compromised. Clients may resume services after this period. This policy applies to outpatient, substance use (non-court-ordered), school-based (in-clinic), and early childhood therapy programs. Emergency support remains available through RESPOND for urgent needs.

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.

DRUG SCREENS

Some programs of Pennyroyal Center require random and/or routine drug screens. If you are involved with a program with this requirement, you are expected to comply with the 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

1. To be treated with dignity and respect, which includes being free from abuse, financial or other exploitation, retaliation, humiliation and neglect.
2. To receive quality treatment within the Organization's capabilities regardless of color, national origin, marital status, race, religion, gender, age, ethnic background, mental and/or physical disabling condition, sexual orientation, gender identity, familial status, ability to pay, payer source including Medicare, Medicaid, or Children's Health Insurance Program (CHIP) and to comply with VAWA (Violence Against Women Act).
3. To be provided confidentiality and protection from any unwarranted disclosure regarding your treatment unless you have given permission to release information or reporting is required by law.
4. To receive information necessary to give informed consent prior to the start of any referral, procedure, and/or treatment in order to actively participate in your service planning process and to be aware of the professional credentials and licensing of all individuals providing services to you.
5. To be provided clear information about the organization's procedures for emergencies and after hours calls.
6. To be provided information regarding rescheduling missed appointments.
7. To be informed verbally and/or in writing about the benefits, risks and side effects of medication prescribed for you.
8. To consent or refuse treatment/service to the extent permitted by law and to be informed about the possible consequences of your action.

9. To receive the necessary services to the best of the organization's ability.
10. To receive an explanation about the charges for your services.
11. To request a review of your medical record and to receive any needed explanations about the contents of your medical record.
12. To request a different professional service provider in writing to the appropriate clinic coordinator or program manager or their supervisor.
13. To utilize the organization's grievance procedure if you feel your rights have been violated.
14. To get adequate information, including risks and benefits, and to give a written informed consent, before you agree to participate in any research project.
15. To obtain information as to any relationship this organization has with other health care and educational institutions that might assist in providing your care.
16. To be informed about the purpose of a videotaped or recorded session and to give written informed consent before proceeding with it.
17. To receive protection of confidentiality of alcohol and other drug use records as mandated by Federal law and regulations (42 CFR Part 2)
18. To include your family and friends in the treatment process.

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

We are committed to providing individuals with the best possible service. If you disagree with established rules of conduct, policies, practices, or treatment decisions, you can express your concern through the Client Grievance Procedure.

If you are not satisfied or wish to express a concern, we ask that you utilize the following 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 Office or Program Manager.
3. If the issue is not resolved by the Office/Program Manager, you have the right to present your grievance to the Compliance Officer. The Compliance Officer may be contacted:
 - a. In writing: Compliance Officer
380 Suwannee Trail St.
Bowling Green, KY 42103
 - b. By email: hphelps@lifeskills.com
 - c. By calling:
4. If you find the resolution of the Compliance Officer unfavorable, you may request that the issues be submitted to the Grievance Committee for review. You will receive a response within 3 business days of final determination by the committee.

5. If you are not satisfied with the decisions made by the internal grievance process, you may contact the Office of the Ombudsman, Cabinet for Health and Family Services, 209 St. Clair Street, Frankfort, KY (800-372-2973).

Regardless of outcome, you will not be penalized or retaliated against for voicing a complaint in a reasonable, business-like manner or for using the grievance procedure.

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 any 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.

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 virtual/over the phone 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 under conditions where staff is required by law to release confidential information about you with or without your permission. These conditions include:

- If staff have reasonable cause to believe that you intent to hurt yourself or someone else
- If staff have knowledge of or suspect that a child or vulnerable adult has been abused or neglected,
- If staff are subpoenaed to court and ordered by the judge to testify about you
- If you experience a medical emergency while in our careIf you are the current inmate of a correctional facility
- As otherwise required by law

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 of information form for Pennyroyal Center to share any Protected Health Information such as your name, DOB, SSN, address, information about your care, etc. This release of information 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. A completed release of information form will also specify:

- 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

If you have a guardian, the signature of a parent/guardian is required on the release of information 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 Compliance Officer at (270) 901 – 5000 Ext 1032.

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 regarding 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 request restrictions on 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.

Copy of Your Medical Record:

Each client may receive one copy of their medical record at no charge (in accordance with KRS 342). There will be a charge of \$1 per page for any additional copies of records that are not currently maintained electronically. For additional copies of records that are maintained electronically, there will be a charge of \$12.60 for the first quarter hour, and \$3.60 for each additional quarter hour spent printing records or transferring records to CD or other electronic format. Per the HIPAA Privacy Rule, per page fees are not permitted for paper or electronic copies of Protected Health Information (PHI) maintained electronically.

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. Consent for treatment purposes also includes calling you by name in the waiting room.

You may also revoke your consent to allow us to share your information for the purposes of treatment, payment and healthcare operations. 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 operations.

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 request payment 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 that we are clearly notified to 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.

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 provider. 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.

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 Client Payment Contract (PMHC-37) 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 Client Payment Contract and refuse or are unwilling to pay their agreed upon fee.

At the time of admission, 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.

POWER FAILURE- In the event of a power outage, emergency lighting will automatically activate to maintain visibility. Staff will assist in safely guiding clients throughout the building using flashlights and following established safety procedures.

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/ SEVERE WEATHER- 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.

NATURAL DISASTER- In the event of a natural disaster, a behavioral health company will activate its emergency response plan to ensure continuity of care and the safety of clients and staff.

INJURY/ MEDICAL EMERGENCY- 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 911.

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
- Martin Luther King Jr 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 Drive Princeton, KY 42445 (270) 365-8050	COPE Center 440 Beckner Lane Princeton, KY 42445 (270) 365-8026	Christ Tabernacle Food Pantry 1839 US-62 Princeton, KY 42445 (270) 365-1744
PACS 200 Eagle Street Princeton, KY 42445 (270) 365-5097	Caldwell County Free Clinic 206 W. Main Street Princeton, KY 42445 (270) 365-0901	DCBS Family Support 300 Micbeth Drive Princeton, KY 42445 (855) 306-8959
Health Department 600 S. Jefferson Street Princeton, KY 42445 (270) 365-6571		
Christian County		
Aaron McNeil House 604 E. 2 nd Street Hopkinsville, KY 42240 (270) 886-9734	Salvation Army P.O. Box 427 Hopkinsville, KY 42240 (270) 885-9633	Sanctuary House P.O. Box 1165 Hopkinsville, KY 42240 (270) 885-4572
PACS 708 S. Liberty Street Hopkinsville, KY 42240 (270) 885-4959	DCBS Family Support 644 North Drive Hopkinsville, KY 42240 (855) 306-8959	St. Luke's Free Clinic 408 W. 17 th Street Hopkinsville, KY 42240 (270) 889-9340
Health Department 1700 Canton Street Hopkinsville, KY 42240 (270) 887-4160	Micah Mission 209 S. Main Street Hopkinsville, KY 42240 (270) 350-1060	Red Cross 709 S. Main Street Hopkinsville, KY 42240 (270) 885-5328
United Way 1110 S. Main Street Hopkinsville, KY 42240 (270) 886-8171	Social Security Office 1650 Marie Drive Hopkinsville, KY 42240 (270) 886-9462	
Crittenden		
PACS 402 N. Walker Street Marion, KY 42064 (270) 965-4763	Health Department 190 Industrial Drive Marion, KY 42064 (270) 965-5215	DCBS Family Support 815 S. Main Street Marion, KY 42064 (855) 306-8959

COMMUNITY RESOURCES LISTED BY COUNTY

Hopkins		
PACS 130 Branch Street Madisonville, KY 42431 (270) 821-8114	DCBS Family Support 1086 Thornberry Drive Madisonville, KY 42431 (855) 306-8959	Health Department 412 N. Kentucky Avenue Madisonville, KY 42431 (270) 821-5242
Salvation Army 805 McCoy Avenue Madisonville, KY 42431 (270) 821-8112	Red Cross 111 S. Main Street Madisonville, KY 42431 (270) 821-6784	Habitat for Humanity 43 S. Daves Street Madisonville, KY 42431 (270) 825-1539
Social Security Office 4431 Hanson Road Madisonville, KY 42431 (270) 825-9125		
Lyon		
PACS 631 W. Dale Avenue Eddyville, KY 42038 (270) 388-7812	Health Department 211 W. Fairview Avenue Eddyville, KY 42038 (270) 388-9763	DCBS Family Support 620 W. Dale Avenue Eddyville, KY 42038 (855) 306-8959
Muhlenberg		
PACS 55 Career Way Powderly, KY 42367 (270) 338-6222	Health Department 105 Legion Drive Central City, KY 42330 (270) 754-3200	DCBS Family Support 518 Hopkinsville Street Greenville, KY 42345 (855) 306-8959
Hope2All Food Pantry 307 W. Mose Rager Blvd. Drakesboro, KY 42337 (270) 476-5190		
Todd		
PACS 104 Morris Weathers Street Elkton, KY 42220 (270) 265-5422	Health Department 205 E. McReynolds Street Elkton, KY 42220 (270) 265-2362	DCBS Family Support 102 N. Williams Lane Elkton, KY 42220 (855) 306-8959
Trigg		
PACS 127 Joy Lane Cadiz, KY 42211 (270) 522-3265	Health Department 196 Main Street Cadiz, KY 42211 (270) 522-7189	DCBS Family Support 277 Commerce Street Cadiz, KY 42211 (855) 306-8959
Helping Hands 21 Line Street Cadiz, KY 42211 (270) 522-1001		

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