

The Guidance Center

CLIENT HANDBOOK



WELCOME TO THE GUIDANCE CENTER

The Guidance Center is a nonprofit Certified Community Behavioral Health Clinic (CCBHC) that provides quality services to children, adolescents and adults. We provide an array of specialized programs in mental health, substance use and family services.

We are glad you have chosen us to provide your care. Whether you are dealing with a mental health need, substance use disorder, or just need a supportive service. We are prepared to offer specialized services to help you achieve a healthier and happier life.

This handbook is provided to all persons who receive services through The Guidance Center. It contains information that will help you and your care provider understand services and responsibilities of each person receiving services. Please let us know if you have any questions or concerns.





OUR MISSION

The Guidance Center is committed to the development and provision of comprehensive mental health, intellectual and developmental disabilities and related prevention services.

The service delivery system will be guided by principles of least restrictive care, cost effectiveness, accessibility and responsiveness to the individuals of the community.

The Guidance Center | Main Office

110 Campus Drive
Bradford, Pennsylvania 16701
Phone: (814) 362-6535
Fax: (814) 362-7358

Smethport

 415 West Main St.
Smethport, PA 16749
(814) 887-5591

Kane

 300 N Fraley St.
Kane, PA 16735
(814) 837-7171

DuBois

 994 Beaver Drive
Dubois, PA 15801
(814) 371-0613

Family Center

 1 Mechanic St.
Bradford, PA 16701
(814) 362-1834

St. Marys

 1307 Bucktail Rd.
St. Marys, PA 15857
(814) 834-1645

STEPS Drop in Center

 62 Main Street
Bradford, PA 16701
(814) 362-6260

LOCATIONS

VISIT US ONLINE

For more information about our agency
or for a digital copy of this handbook,
Scan QR code or visit us at
www.guidancecenter.net



CLIENT RIGHTS

No person shall be excluded from participation in, nor denied the benefits of treatment, or be subject to any form of discrimination including any different treatment, because of race, color, national origin, gender, sexual orientation, age, marital status, religious belief, disability, economic circumstance, or any other consideration made unlawful by applicable law.

You have the right to 'Freedom of Choice'. If there is another agency that provides the requested services, you can choose which agency you want to provide these services. You can't be forced into having services at The Guidance Center.

If you decide you do not want services from a particular program, you can still choose to receive other services. Refusing services cannot be used against you in getting the help you need.

Information about you and your family is considered private and confidential. This information can only be shared if you give permission or if the information is required by law.

Treatment is provided with an emphasis on Recovery Principles. The principles used to drive your care include self-directed, person-centered, empowerment, holistic, many pathways, strength based, peer support, respect, responsibility, hope, trauma informed, privacy, security and honor.

You have the right to make complaints that are then heard and acted on promptly. The Guidance Center has a process to make sure this occurs.

You have the right to choose someone to help you protect your rights and to see a lawyer, in private, at any time.

You have the right to have the cost of your treatment be explained, including receiving an itemized statement upon request.

CRISIS SUPPORT

Our primary concern is your safety. If you feel you are in a mental and/or substance use crisis situation, we can be reached 24 hours a day to help you and your family.

- In McKean County call the 24-hour crisis hotline at (814) 362-4623 or 1-800-459-6568
- Contact the National Suicide Prevention Lifeline 1-800-273-8255
- Go to the nearest emergency room for an evaluation for inpatient care
- Call 9-1-1 if an urgent need arises

SAFETY AND SECURITY

The Guidance Center seeks to maintain a safe and secure environment for you.

Weapons, alcohol, and illicit drugs are not permitted on premises.

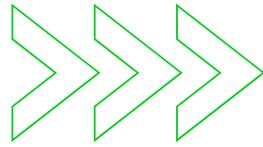
You will be asked to leave the premises if we become aware you have illicit drugs, alcohol, or weapons with you.

It is a policy of The Guidance Center not to restrain or seclude any individual. The Guidance Center will contact law enforcement as necessary to maintain a safe and secure environment.

In case of emergency, the location of emergency exits, fire extinguishers are posted on the walls throughout the building. The Guidance Center is a tobacco free agency.

For the safety of our clients, staff and visitors, The Guidance Center employs camera surveillance equipment for security purposes. Surveillance cameras are only utilized in public areas where there is no “reasonable expectation of privacy.”

YOUR PLAN OF CARE



You will be assessed by an intake clinician who will discuss the reason you are seeking services. A preliminary plan of treatment, including referrals to appropriate services and/or resources will be completed.

The intake clinician will also assist in making any available follow-up appointments for you. You will receive information regarding our program guidelines and policies.

The length of time in service varies for each individual and program, and we encourage you to remain in treatment as long as is recommended.

Your treatment plan will be specific to your unique needs and circumstances. Your voice and participation is crucial to this process.

If you move out of the area, we may need to redirect you to the community behavioral health center closest to you.

We believe your input and feedback are vital to assess quality of care, satisfaction, and achievement of outcomes. While you are in service, we may ask that you complete client satisfaction surveys. We appreciate your assistance in completing these surveys so we may know how to best help you and other people we serve.

The Guidance Center is committed to the protection of our clients' privacy. Information about you and your family is confidential and will not be provided to others without your written consent except under the certain legal conditions provided in our Notice of Privacy Practices. You may revoke an authorization to release information at any time.

You have certain legal rights to review and obtain copies of your records with respect to the information we hold about you. Access may be denied if obtaining the information may cause harm to you or someone else.

If you believe your privacy rights have been violated, you may contact The Guidance Center at (814) 362-6535 or in writing to:
The Guidance Center, 110 Campus Drive, Bradford, PA 16701.

You will be offered a more detailed copy of our Notice of Privacy Practices. You may request a copy of our Notice of Privacy Practices at any time, or view/download it on our website at www.guidancecenter.net.



GRIEVANCES / CONCERNS

The Guidance Center is committed to providing individuals with the best possible services. 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.

You have the right to voice opinions, concerns and grievances without fear of interference, coercion, discrimination, or reprisal.

If you or a family member are dissatisfied with services or feel that your rights have been infringed upon, please follow the following procedure:

1) Try to resolve the problem with the specific person involved, if possible. You may represent yourself and/or have a representative present for the purpose of support and advocacy.

2) If an agreement is unable to be reached, or you are not satisfied with the result, the concern / grievance should be brought to the program's director. The director will consult with individuals concerned as warranted. The director will respond within three (3) business days.

3) If the issue(s) is not resolved, or you are still not satisfied with the results, you may submit a written concern / grievance to the agency Compliance Officer. The Compliance Officer will investigate your complaint and give you a response within ten (10) business days.

4) If resolution can't be reached, clients may contact the Office of Mental Health & Substance Abuse Services.

Compliance Officer
The Guidance Center
110 Campus Drive
Bradford, PA 16701
Phone: (814) 362-6535

**Office of Mental Health &
Substance Abuse Services**
301 Fifth Avenue, Room 480
Pittsburgh, PA 15222
Phone: (412) 565-5226

You are expected to attend **ALL** scheduled appointments on time, and notify us at least 24 hours in advance if you need to cancel your appointment.

Canceling Appointments: If you call to cancel two consecutive appointments without giving 24-hour notice, you will be placed on Stand-By for your next appointment.

No Show: If you fail to come to one appointment for psychiatric and two appointments for counseling without notice, you will be placed on Stand-By.

Arriving Late: If you arrive more than 10 minutes late for a psychiatric appointment or 15 minutes late for a counseling session, you may not be seen that day.

Stand-By Appointments: Are scheduled throughout the day. These are not guaranteed appointments. You may have to wait until an appointment becomes available. If an appointment doesn't become available, you will be offered a regular scheduled appointment.

A parent or legal guardian must accompany children under the age of 14 to their appointments.

Children under the age of 14 cannot be left alone in the waiting room.



PAYMENT FOR SERVICES

Insurance / Medicare / Medicaid: If you are covered by an insurance plan, The Guidance Center will submit claims directly to your insurance company for you.

Self-Pay Plans: If you do not have a pay source, or you are insured and unable to meet the client responsibility portion of your bill, you are eligible to apply for sliding scale fees based on your income and family size.

Other Sources of Funding for Client Services: If you do not have insurance and you meet the eligibility requirements, The Guidance Center may be able to bill alternate sources for your services if funds are available. Eligibility for coverage is based upon verification of the client's income and residency. You may be required to apply for Medical Assistance or show a denial letter.

Client Responsibilities:

- Provide & keep your contact information and address current
- Provide and keep your current insurance card on file, if applicable
- Report any change in or loss of insurance coverage before next appointment
- Pay any required co-pays / co-insurance or deductibles
- Pay Medicaid spend-down amounts
- Apply/Re-apply for Medicaid (if eligible/needed)
- Report any change in Medicare HMO's

Statement & Collection: You are expected to make payments at the time of service. If you cannot make your payments due to financial hardship, please contact us at (814) 362-6535 so arrangements may be made to assist you in meeting your financial obligations to The Guidance Center. Payment of any outstanding bill must be made to avoid suspension of services.

The Guidance Center may refer certain client accounts to contracted third-party collection agencies for non-payment of services provided. The Guidance Center and/or third party collection agencies may report adverse information to a consumer credit reporting agency as a result of insufficient payment.



While we continue to have face-to-face appointments, we have expanded our services to offer telehealth visits. Telehealth is face-to-face video that allows clients to have appointments in real time through confidential video conferencing.

If you are interested in telehealth services, an agency clinician will assess to determine if it is clinically appropriate for you to receive services through telehealth.

If you prefer to receive services in person, you will be provided with an in person appointment. When services are being provided to a child or youth, a caregiver must be present to assist in effectively engaging in services.



What equipment do I need?

You will need a computer, laptop, tablet, or smartphone. Your device will need a camera, microphone, and a strong internet connection. If you do not have access to the equipment needed for telehealth, you will need to attend your appointment in person.

How do I connect?

The Guidance Center uses a confidential audio/video platform, Doxy.me or Zoom. Depending on your clinician, our staff will send you information on how to connect through one of these platforms.

Your clinician or their support staff will help troubleshoot any technology challenges. Contact information (phone/e-mail) will be shared ahead of time in case your session should be discontinued or needs to be rescheduled.

Confidentiality

The laws that protect the confidentiality of your information in face-to-face visits or sessions also apply to telehealth visits.



The Guidance Center | Main Office

110 Campus Drive

Bradford, Pennsylvania 16701

Phone: (814) 362-6535

Fax: (814) 362-7358

**Follow us
on social!**



The Guidance Center
TheGuidanceCenter6535