

# **CLIENT ORIENTATION HANDBOOK**

## **Welcome to Macomb Family Services**

### **Our Mission and Philosophy:**

The mission of Macomb Family Services, Inc. is to enhance the health and well-being of others and promote social and personal change. We provide a wide range of family-related counseling, residential, and community-based services to residents of Macomb County and surrounding communities. Our staff is dedicated to delivering high-quality programs that improve the quality of life for individuals, families, and the community.

The goal of Macomb Family Services is to provide hope and positively impact the lives of those we serve. We achieve this by working together as one family and one community, offering personalized, quality services, promoting diversity, and striving to exceed expectations. Our vision is to be recognized as a model family service agency in the state of Michigan.

Mental illness, emotional distress, and chemical dependency are viewed as conditions that may interfere with a person's ability to maintain health and well-being. At Macomb Family Services, our goal is to support individuals in restoring and maintaining their health and overall well-being. Our treatment approach is eclectic and incorporates evidence-based and best-practice models, including psychotherapeutic insight, cognitive behavioral approaches, and other clinically appropriate methods tailored to individual needs. We offer a variety of programs designed to meet the diverse needs of the community.

## **Psychiatric Services**

Clients receiving psychiatric services must attend regular counseling sessions while they are seeing an agency psychiatrist/physician assistant, and are required to have regular appointments with the psychiatrist for medication reviews. Any prescriptions written by the doctors are written to provide enough medication until the next scheduled medication review. Prescription refills by phone are provided on a **limited and clinically appropriate basis**. Refill requests are reviewed to ensure safe and effective medication management and may require a scheduled appointment with the prescribing provider.

A fee may be charged for prescription refills requested outside of a scheduled medication review appointment. Individuals are informed of any applicable fees in advance.

Clients are responsible for monitoring their medication supply and scheduling appointments as recommended to avoid interruptions in medication treatment.

## **Coordination of Care**

To support comprehensive and coordinated care, Macomb Family Services (MFS) may, with your written permission, coordinate services with your primary care physician or other health care providers involved in your care. Coordination of care is intended to promote continuity, avoid duplication of services, and support your treatment goals.

While having a primary care physician is not a requirement to receive services at MFS, individuals are encouraged to maintain a relationship with a primary care provider to address physical health needs. If needed, your therapist can provide information or resources to assist you in locating a primary care physician or other community health resources.

## **Appointment Scheduling**

Appointments are typically scheduled directly with your therapist, except for initial appointments or psychiatric appointments, which are scheduled through office staff. Individuals are encouraged to work collaboratively with their therapist to schedule appointments that meet their needs.

To support efficient use of services and provider availability, MFS requests at least **24 hours' notice** when cancelling an appointment. Fees may be charged for missed appointments or late cancellations, consistent with agency policy. If you need to cancel an appointment, please contact the agency and leave a message for your therapist as soon as possible.

## **Emergency Access to Therapist or Doctor**

If you are experiencing a **medical or mental health emergency**, call **911 immediately or go to the nearest emergency room**.

Do not contact the agency for emergency situations.

If you are experiencing **thoughts of suicide, emotional distress, or a mental health crisis**, you may also contact the **988 Suicide & Crisis Lifeline** by calling

or texting **988**. The Lifeline is available **24 hours a day, 7 days a week**, and provides free, confidential support. Individuals who are deaf or hard of hearing may access 988 via text or chat services.

For **non-emergent concerns**, please contact Macomb Family Services during regular business hours so staff can assist you appropriately.

If you suspect a **poisoning or medication overdose**, contact **Poison Control immediately** at **1-800-222-1222** or online at [poisonhelp.org](http://poisonhelp.org). Poison Control services are available 24 hours a day.

### **Admission and Orientation**

Admission to services at Macomb Family Services (MFS) is based on **clinical appropriateness, safety, and medical necessity**. Individuals are accepted when their needs can be safely and effectively addressed within the scope of MFS outpatient services.

MFS has specific admission eligibility criteria for individuals seeking mental health and substance use services. These criteria may include diagnosis, intensity of symptoms, assessment findings, current medications, and applicable ASAM Criteria. Eligibility criteria are used to ensure that services provided are appropriate, effective, and medically necessary.

Services are provided **without discrimination**, and reasonable accommodation is available to support access to care. If an individual's needs cannot be met within the scope of MFS services or if a higher level of care is required, staff will assist with referrals to appropriate alternative providers and support the individual in making **informed choices** about next steps.

At the start of services, individuals participate in an orientation process. During orientation, several forms are reviewed and signed. Some forms provide important information about services, rights, responsibilities, and fees, while others may be required by insurance companies, funding sources, or referral entities. All individuals must sign a **Consent to Treatment**, which confirms permission for MFS to provide services.

As part of the orientation, the therapist reviews these forms with the individual, explains the information in clear and understandable language, and answers any questions. Individuals are encouraged to read all consent and orientation materials carefully to ensure understanding of their rights, responsibilities, fees, and service requirements.

### **Assessment**

To begin the treatment process, your therapist gathers information to better understand you, your experiences, and the concerns that brought you to Macomb Family Services. This information may include your family and social supports, living situation, physical and mental health history, current medications, educational and employment history, interests and strengths, legal or financial

concerns, cultural background, military service, trauma history, substance use history, prior treatment experiences, and spiritual orientation, as applicable.

The **Personal History** form helps collect this information efficiently and is part of the assessment process. The assessment phase allows your therapist to get to know you and to understand your needs, preferences, expectations for treatment, strengths, and abilities.

Assessment information provides the foundation for developing a **collaborative, person-centered treatment plan** with you (and participating family members, when applicable). This process helps ensure that services are appropriate, responsive, and aligned with your goals and priorities.

### **Personal Care Planning/Treatment Planning**

When the assessment is complete, your therapist will work **collaboratively** with you to develop an individualized personal care plan, also referred to as a treatment plan. For marriage or family therapy, participating family members may be included as appropriate. The treatment plan serves as a **road map** for your services and is based on your goals, preferences, strengths, and priorities. As part of this process, you and your therapist will also begin discussing aftercare and future planning.

Together, you and your therapist will identify your goals and desired outcomes and determine the services, activities, and interventions that will support progress toward those goals. Goals are broken down into manageable steps, and measures are identified to help you and your therapist know when progress has been made. The written treatment plan includes your goals and objectives, the services and interventions to be provided, the type and frequency of sessions, and who will participate in treatment.

Macomb Family Services uses evidence-based and best-practice approaches to support high-quality care. Staff are trained in Motivational Interviewing, Stages of Change, and other clinical techniques to ensure services are responsive to your individual needs. After the treatment plan is completed, you will be provided with a copy and are encouraged to ask for one if it is not offered.

Throughout treatment, you and your therapist will review your goals, progress, and satisfaction with services at least every six months, and more often as needed based on changes in goals or circumstances. During these reviews, goals may be revised or new goals developed to ensure your treatment plan continues to reflect your needs and preferences. Open and honest communication is encouraged, and you are invited to share any concerns, questions, or feedback at any time to support a positive and effective therapeutic relationship.

### **Transition Criteria and Procedures**

As you make progress toward your treatment goals, there may come a time when you feel ready to complete services. Individuals may choose to end services at any time; however, MFS encourages open communication with your

therapist about your readiness to transition from treatment. Discussing your progress and goals helps ensure that services conclude in a thoughtful and supportive manner.

The way treatment ends is an important part of the therapeutic process. Whether your experience has been very positive or you feel services are no longer meeting your needs, sharing your thoughts with your therapist can support personal growth and help ensure your needs are addressed. Whenever possible, transitions are planned collaboratively to promote continuity of care and support ongoing well-being.

As part of the transition process, your therapist will work with you to identify resources, supports, and an aftercare plan to help maintain progress following treatment. This may include community resources, referrals, or other supports aligned with your goals and preferences. A final session, when possible, provides an opportunity to review progress, plan next steps, and support a positive and respectful conclusion to services.

### **Advance Directives and Safety Planning**

If a higher level of care is needed to support your safety while you are receiving services at Macomb Family Services (MFS), your therapist will work collaboratively with you, and with family members or support persons when appropriate, to identify appropriate treatment resources.

Certain funding sources, including the **Macomb County Office of Substance Abuse (MCOSA)** and **Macomb County Community Mental Health (MCCMH)**, require that **advance directives or advance planning for crisis care be addressed and discussed** with individuals receiving services. Participation in advance planning is voluntary, and individuals are not required to complete an advance directive.

At MFS, advance planning focuses on **psychiatric and crisis-related preferences**, not end-of-life medical decisions. Advance planning may include identifying preferred support persons, providers, hospitals, or inpatient programs, and outlining steps to follow if a higher level of care becomes necessary. While insurance coverage or financial considerations may affect available options, individuals are encouraged to share their preferences and participate in planning to the extent they choose.

**Safety planning** is one form of advance planning and is an important component of quality care. When appropriate, your therapist may work with you to develop a safety plan as part of your treatment plan. Active participation in developing and using a safety plan supports safety, promotes well-being, and positive treatment outcomes.

### **Program Rules**

Safety is everyone's business! MFS has only a few rules, and some policies we'd like to share. These rules are for your safety and the safety of everyone in our

facilities. Failure to abide by any of the rules below may lead to discharge from the program.

1. Please take note of the building's emergency exits and the Tornado Shelter areas identified in the building. Also, please review the evacuation route posted near the door in your therapist's office. In case of an emergency, please follow instructions provided by staff promptly. Please note that first aid equipment is located in the front office and you may contact the front desk if you have a related need.
2. For your children's safety: please do not leave young children unattended in the waiting room or in other areas of the building.
3. In the event an emergency situation occurs while you are in the building, please notify staff immediately.
4. In the event of an emergency, staff will initiate emergency procedures. If emergency procedures are initiated by staff, please follow their direction promptly and proceed safely to the location identified.
5. All our locations are substance free facilities. *No alcohol or other drugs (including prescription or over the counter drugs) may be brought on site.*
6. *Tobacco products, smoking, or vaping are not permitted in the facility.* If you smoke, please extinguish all smoking materials before entering the building, using the ashtrays provided outside of the building entrance to keep our building clean and neat.
7. ***No weapons are allowed on the premises at any time.***
8. ***Assaultive or aggressive behavior will not be tolerated and is grounds for discharge from the program.*** MFS does not use seclusion or restraint on clients or consumers in any facility or location. Efforts will be made to de-escalate situations therapeutically, emergency services may be contacted when necessary. If an individual is discharged for assaultive or aggressive behavior a follow-up contact will be made within 72 hours to ensure he /she is linked to appropriate care.
9. If you have a fever or vomiting please call and cancel appointment as soon as possible so as not to spread the illness.

### **Mandated Clients**

Some individuals are mandated to attend treatment due to involvement with the legal system. We are frequently required by the court to provide feedback regarding attendance and participation of mandated clients, which we do only with a signed consent form. We encourage all clients-- regardless of how and why you came to be here--to find ways to benefit from the services you will receive. Through active participation you may find the experience to be of personal benefit beyond the completion of the court's requirement. The rules for the substance abuse program and Alternatives to Domestic Aggression program will be explained as you begin in those programs.

### **Involuntary Discharge**

Macomb Family Services (MFS) may discontinue services under certain circumstances when continued services are no longer clinically appropriate, safe, or feasible. Situations that may lead to discharge:

- When an individual's needs require a **higher level of care** than MFS is able to provide
- When safety concerns arise, including risk of harm to self or others
- When prohibited items, such as alcohol, illegal substances, or weapons, are brought onto the premises
- When there is a pattern of missed appointments or repeated late cancellations that interferes with the delivery of services
- When financial obligations are not met and alternative arrangements cannot be established

Discharge decisions are based on **clinical judgment, safety considerations, and program policies**, and are **not used as punitive actions**.

Whenever possible, individuals are involved in the **transition planning process** prior to discharge. MFS makes reasonable efforts to notify individuals of discharge decisions and to provide referrals or linkages to appropriate services to support continuity of care.

If there has been no contact with an individual for **30 days**, and attempts to reach the individual by phone or mail have been unsuccessful, services may be discontinued and the case closed. Individuals who wish to resume services after case closure may contact the agency to request an appointment. Outstanding financial obligations may need to be addressed in accordance with agency policy.

### **Client Fees and Payment for Services**

Client fees are established prior to the initial appointment and are based on the type of service provided and the funding source supporting those services. When individuals have third-party insurance coverage, MFS is required to bill the insurance provider. Individuals may choose not to use insurance coverage if they elect to pay the full agency fee for services.

Some services may be subsidized through funding sources such as the Office of Substance Abuse Services or grants. Individuals receiving subsidized services are required to provide proof of income at intake and at designated intervals, typically every 90 days, to confirm continued eligibility for subsidy.

Individuals are responsible for applicable fees, co-payments, and out-of-pocket costs, which are generally due at the time services are provided. MFS offers services on a sliding fee scale when applicable and works with individuals to explain fees, payment options, and financial responsibilities in a clear and transparent manner. Payment for services supports the agency's ability to continue providing accessible services to the community.

## **Privacy, Confidentiality, and Release of Information**

Macomb Family Services (MFS) is committed to protecting your privacy and the confidentiality of your information. Information related to your health care, including payment for services, is protected by federal and state laws, including the **Health Insurance Portability and Accountability Act (HIPAA)** and the **Confidentiality of Alcohol and Drug Abuse Patient Records (42 CFR Part 2)**. MFS follows all applicable laws and regulations to safeguard your information.

Access to client information is limited to authorized personnel who need the information to provide services, support operations, or meet legal and regulatory requirements. MFS does not disclose identifying information about individuals receiving services, or confirm participation in services, except as permitted or required by law.

In most situations, MFS will obtain your **written authorization** before using or sharing your information. If you want MFS to communicate with others—such as courts, probation departments, schools, or other service providers—you must complete a written consent form that specifies what information may be shared, with whom, and for what purpose.

There are limited circumstances in which information may be disclosed without your written consent, such as when required by law, in emergencies involving immediate risk of harm, or as otherwise permitted under HIPAA or 42 CFR Part 2.

You have the right to revoke a consent for release of information at any time in writing, except to the extent that action has already been taken based on your authorization.

### **Your Privacy Rights**

Under federal and state law, you have certain rights related to your health information, including the right to:

- Request access to or copies of your records
- Request corrections or amendments to your records
- Request limits on certain uses or disclosures of your information
- Request confidential communications

A full explanation of your privacy rights and how your information may be used or disclosed is provided in the **HIPAA Notice of Privacy Practices**, which you receive at intake and may request at any time.

Requests related to privacy rights or releases of information should be submitted in writing to the **MFS Privacy Officer**. MFS will respond within the timeframes required by law.



## **Client Feedback and Satisfaction**

Macomb Family Services values your feedback and encourages you to share your experiences, suggestions, and concerns. All feedback opportunities are voluntary and are used to improve services and outcomes.

Clients may provide input through the following methods:

- **“How Are We Doing?” Surveys**  
Available in all waiting rooms and may be completed at any time during services. Surveys may be completed anonymously or with your name if you choose and may be placed in the designated collection box.
- **Client Satisfaction Surveys**  
Periodically, clients attending appointments may be invited to complete a satisfaction survey. Clients receiving medication management services may also be asked to provide feedback regarding their experience with prescribing providers.
- **Discharge Satisfaction Survey**  
At the conclusion of services, clients are offered a brief survey focused on satisfaction with services and perceived outcomes.
- **Post-Discharge Follow-Up Survey**  
With your permission, you may be contacted after services end to participate in a follow-up survey about your well-being and overall experience. Participation is always voluntary.

## **Confidentiality and Use of Feedback**

Unless you choose to identify yourself, feedback is confidential and non-identifying. Information gathered through surveys and other feedback mechanisms is reviewed by leadership and used for performance measurement, quality improvement, and service planning.

Macomb Family Services values your voice. Your feedback helps us improve programs and better meet the needs of the individuals and families we serve.

## **Contact Preferences**

MFS may contact you during and after services for purposes related to care coordination, quality improvement, or satisfaction surveys. You may indicate your preferred methods of contact and whether messages may be left. Participation in surveys is always voluntary, and you may change your contact preferences at any time.

## **Grievance and Appeal Procedures**

Macomb Family Services recognizes that clients may sometimes have concerns about their services or how their rights are being respected. You have the right to raise concerns, file complaints, and appeal decisions **without fear of retaliation or impact on your services**.

Clients are encouraged to first discuss concerns with their therapist or the therapist's supervisor, as many issues can be resolved informally through open communication.

If a concern is not resolved or involves a possible violation of recipient rights, you may contact the **Recipient Rights Advisor** for assistance. The Rights Advisor will explain your rights, review the concern, and help determine appropriate next steps.

If an issue cannot be resolved informally, you have the right to file a **formal written complaint**. Complaint forms are available from your therapist or front desk staff. All written complaints are reviewed and investigated, and you will receive a **written response within 30 working days**.

If you disagree with the outcome, you have the right to **appeal the decision**. Additional appeal options are available for clients whose services are funded by **Medicaid, Community Mental Health, or MCOSA**, including appeal rights outside the agency.

A complete explanation of recipient rights and the complaint and appeal process is available upon request and is provided separately from this handbook.

## **Recipient Rights Contact**

### **Carol Vardon**

Recipient Rights Advisor  
Clinton Township Office  
Phone: **(586) 649-3913**

## **Ethical Standards and Professional Boundaries**

Macomb Family Services is committed to providing services with integrity, professionalism, and respect. All staff, contractors, and Board members are required to follow the agency's **Code of Ethics** and to act in accordance with applicable professional, legal, and ethical standards.

Therapists and other licensed professionals are required to follow the ethical standards of their respective licensing and credentialing bodies. Professional boundaries are maintained at all times to protect clients from conflicts of interest, dual relationships, or exploitation.

Staff are not permitted to engage in personal, social, or business relationships with clients or former clients, and may not use their position for personal gain.

If you have a concern related to ethical conduct or professional boundaries, you have the right to raise the concern and to have it reviewed without fear of retaliation. Information on how to report concerns or file a complaint is provided in the **Recipient Rights and Complaint Process** section of this handbook.

## **Client Rights**

As a client of Macomb Family Services, you have rights that are protected by state and federal law. These rights apply to all clients and are upheld without regard to race, color, national origin, religion, sex, age, disability, marital status, sexual orientation, political beliefs, or any other protected status.

You have the right to:

- Be treated with dignity, respect, and consideration
- Receive services in a safe and non-discriminatory environment
- Privacy, confidentiality, and appropriate use of your information
- Understand your diagnosis, treatment options, and expected outcomes
- Participate in decisions about your services and treatment planning
- Give informed consent and refuse treatment as permitted by law
- Access your clinical record in accordance with applicable guidelines
- Ask questions about fees, services, and staff qualifications
- Receive services from qualified and competent professionals
- Be free from abuse, neglect, exploitation, humiliation, or retaliation
- Identify a person to act on your behalf in emergencies or crisis planning
- File a complaint or grievance and receive a response
- Appeal decisions related to complaints or recipient rights
- Contact the Recipient Rights Advisor if you believe your rights have been violated

A complete explanation of your recipient rights, including complaint and appeal procedures, is available upon request and is provided separately from this handbook.

Information on how to raise concerns or file a complaint is included in the **Recipient Rights and Complaint Process** section of this booklet.

## **Clients' Responsibilities**

Along with your rights, you also have responsibilities that support effective services and positive outcomes. Macomb Family Services views the treatment process as a partnership, and your active participation helps us provide services that best meet your needs.

As a client, your responsibilities include:

- Providing complete and accurate information needed to plan and deliver services

- Reviewing forms and asking questions before signing
- Treating staff and others with respect, dignity, and without discrimination
- Following program rules to help maintain a safe and supportive environment
- Attending scheduled appointments or providing at least **24 hours' notice** if you need to cancel or reschedule
- Paying for services in a timely manner according to the agreed-upon fee arrangement
- Participating in treatment planning, including setting goals, making decisions about services, and discussing treatment options

If you have questions about your responsibilities or need assistance meeting them, please discuss this with your therapist or a member of our staff.