

Eastern Shore Psychological Services, LLC
A Behavioral Health Company

CLIENT HANDBOOK

Vital Information for Our Clients



ESPS

A Behavioral Health Company

Contents

● Behavioral Health.....	2
● Recovery.....	3
● Programs and Services.....	4
● Informed Consent.....	5
● Clients' Rights	6
● Confidentiality.....	8
● Grievances	10
● Discharge Policies.....	11
● Fees and Payment.....	12
● No Show/Cancelation	15
● Key Staff and Locations	16
● Emergencies.....	16

Behavioral Health

What is Behavioral Health?

- ♦ ***Focuses on those aspects of wellness that have to do with***
 - ♦ What a person thinks,
 - ♦ What a person does
 - ♦ How he or she manages feelings and relationships.
 - ♦ How he or she functions in daily life
- ♦ **Behavior, emotions and thoughts relate to all aspects of health. For example:**



- ♦ When we become ill physically, we may become anxious or depressed.
- ♦ If we are feeling stressed and anxious this can worsen physical problems
- ♦ Abuse of alcohol or drugs can cause many medical problems
- ♦ How we manage chronic illnesses, such as diabetes, affects how we feel emotionally and behave.

- ♦ **ESPS assessments and services now include a greater emphasis on the health and well being of the whole person and the concept of “recovery”.**



Recovery

What is recovery?

“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.” Recovery has four domains:

- ♦ **Health:** overcoming or managing one’s disease(s) as well as living in a physically and emotionally healthy way;

- ♦ **Home:** a stable and safe place to live;



- ♦ **Purpose:** meaningful daily activities, such as a job, school, volunteerism, family caretaking, or creative endeavors, and the independence, income and resources to participate in society; and

- ♦ **Community:** relationships and social networks that provide support, friendship, love, and hope.



Programs and Services

Outpatient Mental Health Clinic

- Individual
- Group
- Family
- Medication management

Testing and Evaluation

- Educational
- Individual
- Forensic
- Court Ordered
- Risk Assessment



Healthy Families Lower Shore

Home visiting for pregnant women and families of young children

School Based Mental Health

Talbot, Somerset and Dorchester Counties

Family Advocacy (PRP)

- Community Based
- Office Based
- Group
- Individual
- Skill Building
- Resource Development
- Case Management



Substance Abuse and Addictions Services

- DUI/DWI Educational Program
- Outpatient treatment
- Intensive Outpatient treatment



Health and Wellness

- Stress Management
- Relaxation
- Healthy Life Style

Informed Consent

Informed consent means that the services you are agreeing to, have been explained to you in a way that you understand. Therapy and Rehabilitation Services (also known as Psychiatric Rehabilitation Program or PRP)

Therapy is a process of understanding problems, gaining insight into their origin, expressing feelings, learning new skills, and planning for a happier, more fulfilling future. Family Advocacy services help you with the practical, day-to-day issues related to your problems.

Medication

Behavioral health disorders often have a physical features either as cause or effect of the symptoms. Medication therefore is often used to address this biological component and is often recommended in addition to therapy.

Education

Understanding the how's and why's of how our mind and bodies function is essential for preventing, managing and treating any disorder. It helps us to make informed decisions and choices in lifestyle, habits, behaviors and treatment that improve our overall health and positive outcomes.

Client Engagement

Treatment is more effective when you are involved in planning and there is collaboration with your provider

ESPS encourages clients to be actively engaged in managing their own health care.



Client Rights

ESPS believes and laws and regulations require, that consumers of behavioral health services are entitled to certain rights assuring that services are fair, safe, humane and of high quality.



- ♦ You have the right to receive appropriate services in the least restrictive setting.
- ♦ You have the right to humane treatment.
- ♦ You have the right to be protected from harm and to be free from mental, physical and sexual abuse.
- ♦ You have the right to an individualized treatment or rehabilitation plan and to receive services as stated in that plan.
- ♦ You have the right to participate, in a manner appropriate to your condition, in the development and periodic review of your treatment or rehabilitation plan.
- ♦ You have the right to be told in appropriate terms and language of:
 - ♦ The content and objectives of treatment or rehabilitation
 - ♦ The nature and significant possible negative effects of treatment or rehabilitation
- ♦ You have the right to know the name, title and role of the staff members who are directly responsible for carrying out

your treatment or rehabilitation, and when appropriate, other treatment services or providers of mental health services.

- ◆ You have the right to have access to your records. In the event that your provider believes that it would be harmful to you to read the entire record, this may be in the form of a written summary of your record. You also have the right, with written permission, for your attorney to have access to your records.
- ◆ You have the right to refuse medication.
- ◆ You have the right to refuse to participate in research.
- ◆ You have the right, prior to admission, to an explanation in terms and language that you can understand of admission and discharge policies.
- ◆ You have the right, prior to admission, to an explanation in terms and language that you can understand of the charges and fees that you will be required to pay.
- ◆ You have the right to an after care plan.
- ◆ You have the right to file a grievance if you are not satisfied with the treatment or rehabilitation that you receive.



Confidentiality

Confidentiality refers to the rules that protect your privacy with respect to information about you and your family. It refers to medical information, mental health information, educational information or any information gathered about you by an agency or service. This means that ESPS may not release or obtain information about you without your written permission (release of information form).



There are some exceptions to these rules that have to do with safety.

- ♦ If we get information that leads us to suspect that a child is being abused we are required by law to report it.
- ♦ If we receive information that a person intends to harm him or herself we must take action to protect them.
- ♦ If we get information that you or someone in your family is planning to harm another person, we have a duty to warn that person.
- ♦ Also information may be released if subpoenaed by the court.



RESEARCH

Any research conducted by ESPS requires a separate consent form for participation. A client / parent / guardian may decline participation in any such research without pressure, coercion, or denial of services.

Confidentiality (continued)

Confidentiality for children is more limited because communication with parents is important.

- ◆ Information to other agencies requires a parent or guardian's written permission.
- ◆ We will attempt to allow children privacy and confidentiality when possible and appropriate.
- ◆ We encourage open communication between parents and children as part of the therapeutic process.

When is information about me or my family shared?

- ◆ Therapists may discuss cases with other members of our treatment team. This is to provide supervision to each therapist and assure that you receive the highest quality service.
- ◆ Disclosure can be made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
- ◆ If information is to be shared with another agency in order to coordinate services, this will be discussed with you and you will be asked to sign a release.
- ◆ Certain information may be released to your insurance company to obtain payment

Emergencies

For after hours emergencies, please call:

1-800-422-0009

Your call will be answered by Life Crisis Center on their Maryland Youth Hotline

-or-

The Crisis Response Team

Grievances

If you feel these rights have been violated or have other concerns or complaints about the services you receive here:

- Speak with or write to your primary therapist, Family Advocate or other staff member. They should respond within five days. If they do not or the problem is not resolved or you do not feel it is appropriate to speak to any of these individuals then...
- Speak or write to the Program Director, see page 12 for contact information. If you do not feel your concerns are addressed or you do not feel it is appropriate to speak to them then...
- Speak or write to the Administrative Director, Sarah Hooper or the Clinical Director, Lynn Gavigan at Eastern Shore Psychological Services: 2336 Goddard Parkway, Salisbury MD 21801. Phone: 410-334-6961. You will get a response within three days. If you do not or you do not feel your concerns are addressed or you do not feel it is appropriate to speak to them then...
- Contact the Executive Director - Dr. Kathy Seifert at Eastern Shore Psychological Services (address above), 410-334-6961. The Executive Director will respond within five days.
- If you still feel that your concerns are not addressed contact:
 - Somerset/Wicomico Behavioral Health Authority
108 East Main Street, Salisbury MD, 21801.
Phone: 410-543-6981
 - Mid-shore Mental Health System
8221 Teal Drive Suite 203
Easton MD 21601
410-770-4801
- All allegations of client abuse by staff members must be reported to the local law enforcement agency or to the program director who must report them to the local law enforcement agency.

Discharge Policies

Discharge from ESPS Services will take place under the following circumstances:

Successful Completion of Treatment

When you and your provider agree that you have reached your goals and no longer need the service you will work with your provider to develop a discharge/transition or after care plan.

Collaborative Discharge

When Value Options or other insurer, in consultation with ESPS clinical staff, determine that the service is no longer medically necessary.

Individual's Discontinuation of Services

When you decide you no longer wish to continue services we will offer information about alternative services and, with your permission and if appropriate, we will notify others involved with your case that you are being discharged.

ESPS Discontinues Services

After all reasonable attempts have failed to implement an appropriate treatment plan, ESPS may discontinue provision of Services. This may be the result of client actions, including non-adherence with treatment or rehabilitation recommendations or threat to safety if services were to continue. 30 days notice will be given to you except in the case of imminent danger.

Discharge Plan

In all cases ESPS will develop a discharge plan which will include the reason for admission, the reason for discharge , treatments provided, progress, prognosis , referrals and/or recommendations. When possible, this plan is developed in collaboration with you.

Fees and Payment

ESPS accepts Visa and Master Card



ESPS strives to provide you and your family with high quality and caring services regardless of ability to pay. To do this we:

- Accept most insurances,
- Provide reminder calls about your co-payment amount,
- Mail monthly statements,
- Offer a sliding fee scale, and
- Offer flexible payment plans.

When payments are not made for therapy and doctor appointments, this affects our ability to provide quality services. If you do not have your co-payment at the time of service, you may see your therapist that day, but we **will not be able to schedule future appointments** for you **until you pay your copayment**



If you are experiencing financial stress please discuss the issue and possible treatment options with your clinician.

If you have existing debt with our agency we will not be able to schedule future appointments until you have made a substantial payment. **We will need you to pay \$100 or 25% of the debt— whichever is less before we are able to schedule** you to see your therapist or doctor.

If you do not have insurance or if you have an unpaid balance, you may fill out our **ESPS Financial Assistance form** to explore sliding scale and/or payment options.

Fees



Adult Assessment	\$195.00
Child & Adolescent Assessment	\$195.00
Adult Individual Therapy –short	\$60.00
Child & Adolescent Individual Therapy—short	\$60.00
Short Medication Check	\$70.00
Moderate Medication Check	\$105.00
Adult Individual Therapy 45-60 min	\$110.00
Child & Adolescent Ind. Therapy 45-60 min	\$110.00
Adult Family Therapy without patient	\$110.00
Child & Adol. Family Therapy without patient	\$110.00
Adult Family Therapy with patient	\$115.00
Child & Adol. Family Therapy with patient	\$115.00
Adult Group Therapy	\$45.00
Child and Adolescent Group Therapy	\$45.00
Adult PRP per month	\$750.00
Child & Adolescent PRP per month	\$420.00
Psychological /Forensic Evaluation (total)	\$2,100.00
Sex Offender Evaluation (total)	\$2,300.00
ADHD Evaluation (total)	\$1,650.00
Educational Testing (total)	\$1,800.00
Psychological Consultation (per hour)	\$150.00
*Court Testimony (per hour)	\$150.00

* If any ESPS staff member is called to Court on your behalf, you will be responsible for paying the hourly fees listed above plus travel expenses.



No Show/ Cancellation Policy

ESPS strives to provide our clients and families comprehensive and responsive behavioral health services. Missed appointments prevent the best use of our service teams and prevent your ability to meet treatment goals.

If you are unable to keep your appointment at ESPS we ask that **you contact our office and cancel at least 24 hours in advance**. This allows us to schedule another client in that time slot and reschedule a new time for you.

If you miss two appointments in a row without 24 hour cancellation notice or if you repeatedly miss more than 20% of your appointments, we ask that you have a phone or e-mail conversation with your therapist. Our administrative team is not allowed to schedule any future appointments with your therapist or doctor until you have had a discussion with your therapist and arrived at a solution that works for you.

We understand that sometimes emergencies can prevent you from canceling in advance. On these rare occasions we appreciate a call as soon as you know that you will not be able to make it that day.



Key Staff

M. Kathryn Seifert, Ph.D.
Justin Wade, MD
Lynn Gavigan, LCSW-C
Sarah Hooper, MA
Mike Hooper, PhD
Ben Kohl, Ph.D.
Laura Harrison, LCSW-C
Dawn Scher

Executive Director
Medical Director
Clinical Director
Administrative Director
Recovery Services Director
Mid Shore Services Director
Lower Shore Services Director
Healthy Families LS Director

ESPS LOCATIONS

2336 Goddard Parkway, Salisbury MD 21801
Phone: 410-334-6961
Fax: 410-334-6960

29520 Canvasback Ct., Easton MD 21601
Phone: 410-822-5007
Fax: 410-822-5569

11559 Somerset Ave., Princess Anne, MD 21853
(Mail goes to Salisbury Office)
Phone: 410-651-4200
Fax: 410-651-4290

Emergencies

For after hours emergencies, please call:

1-800-422-0009

Your call will be answered by Life Crisis Center
on their Maryland Youth Hotline

-or-

The Crisis Response Team

*** 1-888-407-8018 ***

If you or someone else is in immediate danger,

please call 911