YOU ARE NOT ALONE.

Many people get help, recover and return to a healthy and fulfilling life.

Recovery occurs over time—it is not a single moment in time. It is an constantly evolving period that requires work to maintain. Recovery is a new beginning, and can be a time of great personal fulfillment and growth for people in recovery and their families.

For more information contact:

(307) 352.6677 *(307) 875.5515*

www.swcounseling.org

CLIENT INFORMATION GUIDE

Southwest Counseling Service

CARF Accredited

Comprehensive Mental Health & Substance Abuse Treatment Center

Welcome to Southwest Counseling Service!

Administrative/Mental Health
1124 College Drive
Rock Springs, WY 82901
Phone: (307) 352-6680
Fax: (307) 352-6676

Recovery Services
2300 Foothill Boulevard
Rock Springs, WY 82901
Phone: (307) 352-6677
Fax: (307) 352-6614

Bridges Program (Psychosocial Recovery)
2706 Ankeny Way
Rock Springs, WY 82901
Phone: 307.352.6689
Fax: 307.352.6692

Green River
175 Riverview Drive
Green River, WY 82935
Phone: (307) 872-3205
Fax: (307) 872-3207

www.swcounseling.org

GENERAL INFORMATION

MISSION STATEMENT

The primary mission of Southwest Counseling Service is to provide mental health and substance abuse services to a variety of populations in Sweetwater County. Southwest Counseling Service also provides information about Mental Health and Substance Abuse to increase public awareness.

HOURS

Southwest Counseling Service offices are open Monday-Friday from 8:00 am – 5:00 pm. Several groups and individual appointments are offered after hours as a convenience to clients.

EMERGENCY SERVICES

To contact Southwest Counseling Service's on-call clinician call 352-6680, 352-6677, 875-5515.

CALLS FROM SOUTHWEST COUNSELING SERVICE

Southwest Counseling Service may contact you by phone to confirm or reschedule appointments. You will be contacted at the phone number that you list on the Client Information Sheet. Please do not list a phone number that you do not wish to be contacted at.

TRANSFER REQUESTS

Clients who disagree with the approach taken by their clinician or who have some other difficulty with the clinician assigned to them may request a transfer.

CLIENT FEEDBACK

Southwest Counseling Service appreciates the opportunity to provide you with quality service. Periodically, we will ask you to fill out surveys to help us continue to improve the services that are provided.

- During Intake, and approximately every 90 days we will ask you for formal input about your treatment and your satisfaction with our services using a survey.
- Goals for your treatment and your progress can be informally discussed with your clinician at any time.
- The State of Wyoming and certain Employee Assistance Programs (EAP's) will also provide occasional satisfaction surveys.

Thank you for taking the time to fill out these surveys and be an active participant in your treatment.

President's New Freedom Commission on Mental Health's #1 goal is for Americans to understand that Mental Health is essential to overall health.

Dawn Reichl, BA
Recovery Services Case Manager
BA, Psychology, Simmons College
Supervisor: Stephani Gilmore & Rhonda Brown

Brittany Rider, BA
Recovery Services Case Manager
BA, University of Wyoming
Supervisor: Stephani Gilmore & Rhonda Brown

Sarah Rosas, MA, PPC
Mental Health Clinician
Provisional Professional Counselor 718
MA, Community Counseling, Chadron State College

Angelene Rounds, MSW, LCSW
Recovery Services Clinician
Licensed Clinical Social Worker #784
MSW, University of Utah
BS, Psychology, Westminster College

Hillarie Russell
Recovery Services Case Manager
Supervisor: Stephani Gilmore & Rhonda Brown

Laura Schmid-Pizzato, MSW, LCSW, ACSW
Manager of Recovery Services
Licensed Clinical Social Worker #157
Academy of Accredited Social Workers
MSW, University of Utah
BA, Spanish, University of Wyoming

John Shiefer, MSW, PCSW
Recovery Services Clinician
Provisional Clinical Social Worker #490
MSW, University of West Florida
Supervisor: C. Sonny Hodgdon

Jasmine Soller
Recovery Services Case Manager
Supervisor: Stephani Gilmore & Rhonda Brown

Andrea Soto, BSW, CSW
Recovery Services Worker
Certified Social Worker #176
BSW, University of Wyoming
Supervisor: C. Sonny Hodgdon

Ronald Squire, MSW, PCSW
Recovery Services Clinician
Provisional Clinical Social Worker #509
MSW, Brigham Young University, Provo, UT
Supervisor: Scott Wilcox

NaCole Stevens, BA
Recovery Services Case Manager
BA, Psychology, University of Wyoming
Supervisor: Laura Schmid-Pizzato

Monique Vidal, MSW, PCSW
Mental Heath Clinician
Provisional Clinical Social Worker #459
MSW, University of Wyoming
BA, Psychology, University of Wyoming
Supervisor: Michal Zanetti-Love

Scott D. Wilcox, MS, LPC
Manager of Bridges Program
Licensed Professional Counselor #394
National Board Certified Counselor
MS, Counseling, University of Wyoming
BS, Social Science, University of Wyoming
AA, Psychology, Western Wyoming Community College

Tiffany Wilson, BS
Recovery Services Case Manager
BS, American International University
Supervisor: Laura Schmid-Pizzato

Diane Wolf, MS, LPC, LAT
Recovery Services Clinician
Licensed Professional Counselor #395
Licensed Addictions Therapist #152
MS, Counselor Education, University of Wyoming
BS, Psychology, University of Wyoming

Michal Zanetti-Love, MSW, LCSW
Manager of Child, Adolescent, & Family Services
Licensed Clinical Social Worker #229
MSW, University of Denver
BSW, University of Wyoming

Kathy Graham, MSW, LCSW
Mental Health Clinician
Licensed Clinical Social Worker #577
MSW, University of Wyoming
BS, Social Work, University of Wyoming

Misty Grimes, MSW, PCSW
Recovery Services Clinician
Provisional Clinical Social Worker #488
MSW, University of Wyoming
BSW, University of Wyoming
Supervisor: C. Sonny Hodgdon

Thomas Haigler,PA-C, MPAS
Physician Assistant
PA-C #317
MPAS, Physician Assistant Studies, University of Nebraska
BS, Physician Associate, University of Oklahoma

Brandon Hansen
Certified Peer Specialist
Supervisor: Rhonda Brown

Rick Hays, BA
Recovery Service Case Manager
BA, University of Wyoming
Supervisor: Stephani Gilmore & Rhonda Brown

C. Sonny Hodgdon, MSW, LCSW, LAT,NCAC
TC/WAP Supervisor
Licensed Clinical Social Worker #543
Licensed Addictions Therapist #160
National Certified Addiction Counselor, Level II, #010524
MSW, University of Wyoming
BS, Lyndon State College

Daphne Hofeldt, MA, LPC
Mental Health Clinician
Licensed Professional Counselor #892
MA, Liberty University, Lynchburg, VA

Dinah James, M.Ed, LPC
Recovery Services Clinician
Licensed Professional Counselor #981
M.Ed., University of Utah, Licensed Professional Counselor Track
BA, Psychology, California State, Hayward

Danielle Lamb, MS, PPC #698
Mental Health Clinician
Provisional Professional Counselor #698
MS, Clinical Psychology, University of Wyoming
BA, Psychology, Emporia State
Supervisor: Scott Wilcox

Ross Little, MS, LPC
Mental Health Clinician
Licensed Professional Counselor #1192
MS, Counseling, University of Wyoming
BA, Psychology, University of Wyoming

Kayleen Logan, MS, APRN, BC
Nurse Practitioner
Certified Clinical Specialist in Adult Psychiatric Mental Health Nursing #9567.079
Advanced Practitioner Registered Nurse with Prescriptive Authority
MS, Psychiatric Mental Health Nursing, University of Colorado
BS, Nursing, University of Utah

Trevor Mansfield, BA
Bridges Program
Case Manager
BA, University of Northern Colorado
Supervisor: Scott Wilcox

Leslie McMillan, BS, CMHW
Bridges Program Clinician
Certified Mental Health Worker #056
BS, Home Economics, Child Development with emphasis in Psychology, Southeast Missouri State University
Supervisor: Scott Wilcox

Charles Michael, MSW, PCSW
Recovery Services Clinician
Provisional Clinical Social Worker #429
PhD., University of New Mexico
MSW, University of South Carolina
BA, Psychology, University of Manitoba
Supervisor: Laura Schmid-Pizzato

Kristin Nilles, BSW
Recovery Service Case Manager
BSW, University of Wyoming
Supervisor: Stephani Gilmore & Rhonda Brown

Emily Norris, BSW, CSW
Recovery Services Worker
Certified Social Worker #198
BSW, University of Wyoming
Supervisor: Laura Schmid-Pizzato

Cara Pedri, BS
Recovery Services Case Manager
BS, Health Sciences, University of Wyoming
Supervisor: Stephani Gilmore & Rhonda Brown

Alisha Putnam, BS
Recovery Services Case Manager
BS, University of Utah
Supervisor: Laura Schmid-Pizzato

FINANCIAL AGREEMENT

FEES

Fees before sliding scale fee is assessed:

- Individual, couple or family therapy is $150 per clinical hour.
- Psychiatrist/Nurse Practitioner services is $230 per clinical hour.
- Group fees have a maximum charge of $75 per group hour.
- Daily rate for residential services is $175.00 per day.
- Fees may be subject to change.

Your client expense is calculated on a sliding fee scale based on your GROSS ANNUAL HOUSEHOLD INCOME.

- Proof of income must be provided prior to the first visit or within five days of the first visit to receive the benefit of the sliding fee scale rate.
- Income includes all types and sources of income for adult persons in the household.
- Clients are expected to pay their fee at the time services are rendered.
- Southwest Counseling Service will verify your income utilizing information received from either a current pay stub, a copy of your last W-2, or your most current income tax return.
- Individuals not providing verification of income will be charged per fees listed above.
- If a client is an adult currently living with parent(s) or living with a non-relative, and there is a refusal to disclose full household income, the client fee will be assessed using an annual income of $32,000 per year.
- Clients who do not have insurance or Medicaid will only be responsible for their individual fee based on the sliding fee scale as determined by proof of income and number in household.

Specialized services have fee rates specific to the service.

- Court ordered Domestic Violence Evaluations, Adult Sex Offender Evaluations, Psychological Evaluations, Drug/Alcohol Evaluations, DUI classes, each have specific rates.
- If a deposit is required for a specialized service and you do not keep your appointment within 60-days, your deposit is forfeited.

Payment plans and fee rate reductions are available if you are having justifiable difficulties paying your bill.

No person will be denied services based solely on their inability to pay for services.

EMERGENCY SERVICES

Emergency on-call services are available 24 hours a day, 7 days a week. Clients seen at the emergency room/medical floor will be assessed the $100 fee per hour.

FINANCIAL AGREEMENT CONT.

INSURANCE

As a service to our clients, Southwest Counseling Service will submit claims to your insurance company.

- Regardless of your deductible, your percentage of payment based on Southwest Counseling Service sliding fee scale is due at the time of service. However, if your deductible is not met, we will still file your insurance to be applied to your deductible.
- If for any reason your insurance denies payment or only makes a partial payment, you are responsible for your sliding scale fees.
- At no time will Southwest Counseling Service collect a combined total of client and insurance fees more than the full fee for services.
- If the insurance payment plus the client's payment total more than the full fee, the client's account will be credited for future visits or the client will receive a refund if there are no outstanding balances to Southwest Counseling Service.
- If insurance has not yet paid for the service, monthly payments from the client are expected.
- Southwest Counseling Service does not bill secondary insurances.

MEDICAID/EQUALITY CARE

- Clients who receive Medicaid will need to bring in a current card/Equality Care/Kid Care Card to their first appointment.
- Medicaid does not cover all services, so a secondary fee will be assessed.

MEDICARE

Southwest Counseling Service does accept Medicare, however only specific clinicians are approved Medicare providers.

- A list of these clinicians is available through the receptionist.
- If a Medicare client does not see a Medicare provider, that client will be responsible for payment.

FINANCIAL RESPONSIBILITY

Clients are expected in good faith to make every effort to pay all fees for services or arrange a payment plan if there is an extenuating circumstance.

- If fees are not paid and no payment plan has been made, collection procedures will be used and may involve a collection agency.

If there are any problems concerning fees or bills, clients are encouraged to discuss them with their clinician or the Accounts Receivable office. Southwest Counseling Service is sincerely interested in working with clients to develop a reasonable fee and payment plan.

Mona Abood, MSW, PCSW
Recovery Services Clinician
Provisional Clinical Social Worker #516
MSW, San Diego State University
Supervisor: Laura Schmid-Pizzato

Amber Abram, BA
Mental Health Case Manager
BA, University of Wyoming
Supervisor: Michael A. Bauer

Linda J. Acker, MA, LPC
Executive Director
Licensed Professional Counselor #256
MA, Psychology, University of Wyoming
BA, Psychology, University of Wyoming

Helmut John Anderson, MSW, LCSW
Bridges Program Clinician
Licensed Clinical Social Worker #529
MSW, University of Utah
BA, Sterling College

Melissa A. Bates, CAPA
Certified Addictions Practitioner Assistant #017
Supervisor: C. Sonny Hodgdon

Michael A. Bauer, MA, LPC
Manager of Mental Health Services
Licensed Professional Counselor #244
Master Addiction Counselor, Certification #501132
MA, Clinical Psychology, Edinboro University of Pennsylvania
BA, Psychology, Allegheny College

Diana Bozner,BA
Mental Health Case Manager
BA, Weber State University
Supervisor: Michael A. Bauer

Rose Branham
Certified Peer Specialist
Supervisor: Rhonda Brown

Jamie E. Brass, Psy. D.
Licensed Psychologist
Licensed Psychologist # 477
Psy.D., Indiana University of Pennsylvania, Indiana, PA
MS, Psychology, Indiana University of Pennsylvania, Indiana, PA
BS, Psychology, University of Utah
BA, Spanish, University of Utah

Rhonda Brown
Recovery Services Case Manager Supervisor
Supervisor: Laura Schmid-Pizzato

Casey Callahan, MSW, PCSW
Mental Health Clinician
Provisional Clinician Social Worker #481
MSW, University of Wyoming
BA, Psychology, University of Wyoming
Supervisor: Michal Zanetti-Love

Jessica Castillo, MA, PPC
Mental Health Clinician
Provisional Professional Counselor #621
MA, Forensic Psychology, University of Denver
Supervisor: Michael A. Bauer

Susan Clerici, MS, LMFT
Mental Health Clinician
Licensed Marriage and Family Therapist #167
MS, Marriage and Family Therapy, Nova Southeastern University, Ft. Lauderdale, FL

Sondra De La O, BSW, CSW
Recovery Services Worker
Certified Social Worker #195
BSW, Methodist College
Supervisor: C. Sonny Hodgdon

Julie Entz, MA, LPC, PAT
Recovery Services Clinician
Licensed Professional Counselor #1298
Provisional Addictions Therapist #042
MA, Counseling, University of Nebraska
BA, College of St. Mary

Daniel W. Francom, MSW, LCSW
Mental Health Clinician
Licensed Clinical Social Worker #805
MSW, University of Utah

Karla R. Gandiaga, MSW, PCSW
Mental Health Clinician
Provisional Clinical Social Worker #503
MSW, University of Wyoming
BS, Business, University of Wyoming
Supervisor: Michael A. Bauer

Mark Gibson, PhD
Licensed Psychologist
Licensed Psychologist # 437
PhD, Counseling Psychology, Indiana State University
MS, Agency Counseling, Indiana State University
BS, Psychology, Brigham Young University

Stephani Gilmore, BA
Recovery Services Case Manager Supervisor
BA, University of Wyoming
Supervisor: Laura Schmid-Pizzato

DISCLOSURE STATEMENT

This disclosure statement is required by the Mental Health Professions Licensing Act of 1997 for all individuals who practice in the areas of Social Work, Counseling, Marriage and Family Therapy, and Addictions. The following employees of Southwest Counseling Service are regulated by the Wyoming Mental Health Professions Licensing Board, the Wyoming Board of Psychology or the Wyoming Board of Nursing.

Employees of Southwest Counseling Service will adhere to confidentiality to the fullest extent of the law. With limited exceptions, information discussed and recorded at Southwest Counseling Service is confidential. Information within Southwest Counseling Service is restricted to those staff involved with client's care, or on a need-to-know basis, and may be shred during clinical supervision. Clients will be asked to give written consent if information is to be released to third parties.

Confidentiality: According to W.S. §33-38-113 "Privileged Communication"

(a) In judicial proceedings, whether civil, criminal or juvenile, in administrative proceedings, and in proceedings preliminary and ancillary thereto, a patient or client, or his guardian or personal representative, may refuse to disclose and may prevent the disclosure of confidential information, including information contained in administrative records, communicated to a person licensed or otherwise authorized to practice under this act, and there agent, for the purpose of diagnosis, evaluation, or treatment of any mental or emotional condition or disorder. A person licensed or otherwise authorized to practice under this act shall not disclose any information communicated as described above in the absence of an express waiver of the privilege except in the following circumstances:

i) Where abuse or harmful neglect of children, the elderly or disabled or incompetent individuals is known or reasonably suspected;
ii) Where the validity of a will of a former patient or client is contested;
iii) Where such information is necessary to defend against a malpractice action brought by the patient or client;
iv) Where an immediate threat of physical violence against a readily identifiable victim is disclosed to the person licensed or otherwise authorized to practice under this act;
v) In the context of civil commitment proceedings, where an immediate threat of self-inflicted harm is disclosed to the person licensed or otherwise authorized to practice under this act;
vi) Where the patient or client alleges mental or emotional damages in civil litigation or otherwise places his mental or emotional state in issue in any judicial or administrative proceeding concerning child custody of visitation;
vii) Where the patient or client is examined pursuant to court order; or
viii) In the context of investigations and hearings brought by the patient or client and conducted by the board where violations of this act are at issue. Information that is deemed to be of a sensitive nature shall be inspected by the board on camera and the board shall determine whether or not the information shall become part of the record and subject to public disclosure.

Sexual intimacies between a clinician and a client are never appropriate. All employees of Southwest Counseling Service will adhere to the Southwest Counseling Service code of ethics as well as the code of ethics of their professional discipline. (National Association of Social Workers, American Counseling Association, American Association for Marriage and Family Therapy, National Association of Alcoholism and Drug Abuse Counselors; American Psychological Association, or the American Nursing Association).

CLIENT RIGHTS & GRIEVANCE

CLIENT RIGHTS

We consider you a partner in your treatment at Southwest Counseling Service. When you are well informed, participate in treatment decisions, and communicate openly with your clinician and other health professionals, you help make your treatment as effective as possible. Southwest Counseling Service encourages respect for personal preferences, values and beliefs of each individual.

While you are receiving services from Southwest Counseling Service, you have the right to:

1. Have impartial access to treatment, regardless of race, religion, sex, ethnicity, age, physical handicap, mental health or substance abuse disorder, or sources of financial support.
2. Be protected from physical abuse, physical punishment, sexual abuse or harassment, psychological abuse including humiliating, threatening, and exploitive actions, and fiduciary abuse.
3. Considerate and respectful service by all Southwest Counseling Service staff, and be protected from any conflict of interest, neglect or abuse by your clinician or any other Southwest Counseling Service staff person. Sexual intimacy between clinicians and clients is never appropriate.
4. Receive services individualized to your specific needs, which include the right to:
   a) Participate in the development of your treatment plan;
   b) Be informed of the purpose, nature and cost of any testing, evaluation or treatment proposed.
   c) Request or refuse any forms of treatment, as permitted by law;
   d) Request information on your diagnosis, progress or prognosis;
   e) Request access to review your records.
5. Be well informed about your diagnosis, treatment interventions, likely outcome, and discuss this information with your clinician and other health professionals. You have the right to know the names and roles of individuals involved in your treatment.
6. Have Advance Directive, such as a healthcare proxy. These documents express your choices about your further care or name someone to decide if you cannot speak for yourself.
7. Confidentiality in written and verbal communications unless you have given your permission. Confidential information may be released without consent (but only to the extent necessary to satisfy the need) if:
   a) There is a valid medical emergency or a threat to life, OR
   b) Child or adult neglect or abuse is known or suspected and is legally reportable, OR
   c) You have committed or threatened to commit a crime on Southwest Counseling Service premises or against Southwest Counseling Service staff, OR
   d) Required to process insurance, Medicaid or other third party payer claims, or to collect past due accounts, OR
   e) Information is needed to process a complaint or grievance you have filed against Southwest Counseling Service or an Southwest Counseling Service employee, OR
   f) Southwest Counseling Service has a legitimate court order, OR
   g) If requested or required by qualified persons for (1) research, statistics, or program evaluation; or (2) financial or management audits (no client names or specific identifying data is allowed on such reports).

CLIENT RIGHTS & GRIEVANCE CONT.

8. Expect that you will not be discriminated against on the basis of race, national origin, disability, religion, gender, age, sexual orientation, income level, source of income, handicap or disability or for any other discriminatory reason.
9. Be informed about Southwest Counseling Service rules that affect you and your treatment and about charges and payment methods.
10. Initiate a grievance and receive information regarding grievance procedures (i.e. violation of trust, exploitation, dual relationships, and sexual intimacies) without retaliation or discrimination of services.

GRIEVANCE PROCEDURE

If any of the rights as described in the Client Bill of Rights are violated:

- **Policy:** Southwest Counseling Service has adopted an internal grievance procedure providing for prompt and equitable resolutions of client complaints.
- **Procedure:** Clients are informed of the right to make a grievance at intake.

Informal Grievance: (Verbal Complaint)

1. Client should first bring his/her grievance or complaint to the attention of the employee involved for discussion and resolution. If resolution is not possible at this level, the client may request to speak with the employee's Manager/ Supervisor.
2. If the individual who expressed the grievance does not find the Manager's/ Supervisor's action/decision satisfactory, the individual may choose to file a formal grievance.

Formal Grievance: (Written Complaint)

1. An individual choosing to submit a formal grievance, including actions prohibited by the Civil Rights Act of 1964; The U.S. Department of Health and Human Services' Regulations (45 CFR part 84) implementing 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794); and/or the Age Discrimination Act of 1975, must do so in writing on Southwest Counseling Service Client Grievance Form to the Human Resource Manager who is Southwest Counseling Services' 504 Coordinator. This form is available at each site. Assistance with completion of the form is available on request.
2. The Human Resource Manager will acknowledge the receipt of the grievance in writing and will act upon it within 10 working days. Acting upon the grievance does not imply the grievance will be completed in that time period.
3. The Human Resource Manager or designee will determine the most appropriate course of action i.e. conduct the investigation of the grievance or contact an outside investigator. The investigation will be thorough affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the grievance. Under 45 CFR 84.7(b), Southwest Counseling Service need not process complaints from applicants for employment.
4. The Human Resource Manager will inform the individual submitting the grievance of the decisions and actions within 20 working days. Personnel decisions and actions will not be able to be discussed due to the confidentiality of personnel issues.
5. If the individual is dissatisfied with the decision and/or actions taken by the Human Resource Manager, that individual has a right to file an appeal with the Executive Director.

PRIVACY PRACTICES CONT.

USES AND DISCLOSURES WITHOUT AUTHORIZATION

We may use and disclose your protected health information without obtaining your consent or authorization, in the following situations:

- In an emergency situation, if it is determined that an individual is in imminent physical danger to self of others, we may disclose your protected health information as required by law;
- To protect victims of abuse or neglect;
- For lawsuits or similar proceedings;
- In the event of a medical emergency if you are unable to provide the information yourself;
- For health oversight activities such as investigation, audits, and inspections;
- For specialized government functions such as intelligence and national security;
- To coroners, medical examiners, and funeral directors;
- For workers' compensation or other similar programs if you are injured at work.

YOUR INDIVIDUAL RIGHTS

You have the right to:

- Request a paper copy of this notice.
- Contact our Privacy Officer if you want additional information about our privacy practices, your privacy rights, or disagree about a decision we made about your protected health information, or if you believe that your privacy rights have been violated.
- Access and obtain a copy of your protected health information maintained by us. A fee will be assessed for copies of information.
- Request in writing that we amend protected health information maintained in your health record. We will comply with your request in the event that we determine the information that would be amended is false, inaccurate or misleading.
- Request in writing that we place additional restrictions on how we use or disclosure your protected health information. While we will consider any request for additional restrictions, we are not required to agree to your request.
- Request in writing an accounting of certain disclosures made by us of your protected health information.
- Request to receive your protected health information by alternative means of communication or at alternative locations. We will accommodate any such reasonable written request made on your behalf.
- File a written complaint with the Office of Civil Rights of the United States Department of Health and Human Services. Upon request, the Privacy Officer will provide you with the information needed to file your complaint. Under no circumstances will we retaliate against you for filing a complaint with us or the Office of Civil Rights.

CHANGES TO NOTICE

We reserve the right to change our privacy practices and to alter this Notice according to those changes. In the event that our Notice changes, we will mail you a copy of our revised notice to the address you have supplied us.

QUESTIONS AND COMPLAINTS

If you have any questions about this notice, or would like to obtain additional information regarding your rights under this Privacy Notice, please contact:

Southwest Counseling Service
Privacy Officer
2300 Foothill Boulevard
Rock Springs, WY 82901
Phone: 307-352-6677
E-mail: privacy@swcounseling.org

PRIVACY PRACTICES

As a client of Southwest Counseling Service, you are entitled to receive notice about our privacy practices and how we may use and disclose your protected health information in different circumstances.

- This Notice explains how we may use and disclose your protected health information, the choices and rights you have about how your protected health information may be used and disclosed, and our obligations to protect the privacy of your protected health information.

INTRODUCTION

When you become a client of Southwest Counseling Service you provide us with information about yourself, your health, and your mental health or substance abuse issues.

- Each time you visit us, a record of your visit and treatment provided is documented.
- Your health record is the information that we use to plan your care, provide treatment and receive payment for our services.
- It is important for you to understand that your health record contains protected health information that is protected by federal and state laws.
- Your health record may contain, but not be limited to such protected health information as past health, mental health or substance abuse history, your diagnosis, current medications, treatment plan, and other personal data such as social security number and birth date.

SOUTHWEST COUNSELING SERVICE RESPONSIBILITIES

Southwest Counseling Service is required to maintain the privacy of your protected health information and to provide you with a notice about our legal duties and privacy practices with respect to your protected health information. We are also required to accommodate reasonable requests that you make to communicate protected health information by alternative means or at alternative locations. Any time we use or disclose your protected health information, we must follow the terms of this Notice.

USE AND DISCLOSE OF YOUR PROTECTED HEALTH INFORMATION

Uses and Disclosures for Treatment, Payment and Health Care Operations. After making a good faith effort to provide you with this Notice, we may use your protected health information to provide you treatment, to obtain payment for your treatment and for our internal health care operations. We may use and disclose your protected health information for such purposes in the following ways:

Treatment: We may use and disclose your protected health information to plan, provide and coordinate your health care services. For example, your clinician may staff your case with a supervisor to ensure that you receive the most appropriate service possible.

Payment: We may use and disclose your protected health information to obtain payment for health care services we have provided to you. For example, we may provide your health insurance carrier the minimum necessary information such as dates of service, procedure codes and diagnosis codes in order to process your insurance claim.

For Health Care Operations: We may use or disclose your protected health information for our health care operations. For example, we may use or disclose your protected health information to perform risk assessments, quality assurance reviews, and peer reviews to monitor the quality of care that we provide.

USES AND DISCLOSURES WITH AUTHORIZATION

For uses and disclosures of your protected health information not involving treatment, payment or health care operations, we will receive your written authorization prior to using or disclosing any protected health information (unless we are required or permitted by law to use or disclose your information as set forth below). You have the right to revoke any authorization previously granted.

CLIENT RIGHTS & GRIEVANCE CONT.

Formal Grievance: (Written Complaint) Cont.

6. Upon receipt of the appeal, the Executive Director will review all information gathered from the investigation. The Executive Director will act on the complaint within 10 working days of receiving the written grievance and must inform the client of steps taken to resolve the issue. If the individual is dissatisfied with the Executive Director's decision, the individual can file an appeal to the Chair of the Board of Directors.
7. A notice of appeal must be filed with the Executive Director within 30 days stating the reasons for the appeal. The notice of appeal will include a written Authorization for the Release of Information on forms provided by Southwest Counseling Service. These forms will specifically authorize Southwest Counseling Service Board of Directors to have access to the grievance file and the client's clinical records and the client's account histories, which may be pertinent to the grievance.
8. The Chair of the Board of Directors will set a date, time and location for a hearing no later than 30 days after the date of appeal, or may appoint another individual to hear the matter and make a recommended decision to the Board. At least 10 days prior to the date of the hearing, the individual with the grievance will be notified by certified mail of the date, time, and location of the hearing.
9. The individual with the grievance may be represented at the hearing or may represent himself/herself. No new evidence will be presented at the hearing, but the individual, his/her attorney, the Executive Director and his/her attorney will be permitted to make oral arguments.
10. The Chair of the Board of Directors will inform the person with the grievance by certified mail of the decision and actions taken within 30 days after the hearing.
11. If the person is dissatisfied with the decision and/or actions taken by the Board of Directors, the person with the grievance will be advised of advocacy services available from the Department of Health, Division of Mental Health or Division of Substance Abuse and other applicable organizations.
12. The rights of the individual to prompt and equitable resolution of the complaint filed hereunder will not be impaired by the individuals' pursuit of other remedies such as filing Section 504 grievance with the office of civil rights of the U.S. Department of Health and Human Services. Utilization of this grievance procedure is not a prerequisite to the pursuit of other remedies.

Notice of 504 Grievance Procedure:

Southwest Counseling Service complies with the U.S. Department of Health and Human Services regulation (45CFR Part 84) implementing Section 504 of the Rehabilitation Act of 1973. Section 504 states in part that "no otherwise qualified individual with a disability….shall, solely by reason of his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any programs or activities receiving Federal financial assistance…" Southwest Counseling Service has implemented a grievance procedure for any individual who feels that Southwest Counseling Service has violated the ACT. The law, regulations and grievance procedure may be examined in the office of the Human Resource Manager, Southwest Counseling Service, 2300 Foothill Blvd., Rock Springs, Wyoming, (307) 352-6677, who has been designated to coordinate efforts of Southwest Counseling Service to comply with the regulations. Please direct any questions or grievances to the Human Resource Manager.

EMPLOYEE CODE OF ETHICS

Southwest Counseling Service Code of Ethics are for all Southwest Counseling Service employees to adhere to. The code offers a set of values, principles and standards to guide decision-making and conduct when ethical issues arise. In addition, licensed professional staff also adheres to their own professional code of ethics.

1. Competency: Southwest Counseling Service employees will provide services and represent themselves as competent only within the boundaries of their education, training, license, and/or certification, or receive supervision from individuals who are competent in those interventions and techniques.
2. Sexual Relationships: Southwest Counseling Service employees will under no circumstances, engage in sexual activities or sexual contact with clients, with whom they have had a therapeutic relationship current or past. Southwest Counseling Service employees will not sexually harass clients, colleagues vendors or visitors of Southwest Counseling Service.
3. Physical Contact: Southwest Counseling Service employees will not engage in physical contact with clients and colleagues when there is a possibility of psychological or physical harm as a result of the contact. Southwest Counseling Service employees who engage in appropriate physical contact are responsible for setting clear, appropriate and culturally sensitive boundaries that govern such physical contact.
4. Abuse: Under no circumstances will Southwest Counseling Service employees engage in the physical abuse, physical punishment, sexual abuse, sexual harassment, psychological abuse, or fiduciary abuse of clients.
5. Conflict of Interest: Southwest Counseling Service employees will be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Southwest Counseling Service employees will inform clients when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary and protect clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client. Southwest Counseling Service employees will not engage in dual or multiple relationships with clients or former clients in which there is a risk of exploitation or potential harm to the client. In instances when dual or multiple relationships are unavoidable, Southwest Counseling Service employees will take steps to protect clients and are responsible for setting clear, appropriate, and culturally sensitive boundaries.
6. Informed Consent: Southwest Counseling Service employees will provide services to clients with a valid informed consent which includes purpose of the services, potential risks related to the services, relevant costs, reasonable alternatives, clients' rights to refuse or withdraw consent and the time frame covered by the consent.
   - In instances when clients are not of legal age or lack the capacity to provide informed consent, Southwest Counseling Service employees will protect clients' interests by seeking permission from an appropriate third party.
   - In instances when clients are receiving services involuntarily, Southwest Counseling Service employees will provide information about the nature and the extent of services relative to the clients' right to refuse services.

EMPLOYEE CODE OF ETHICS CONT.

7. Confidentiality: Southwest Counseling Service employees will protect confidentiality of all information obtained in the course of professional services except when allowed by the following:
   - There is a valid medical emergency or a threat to life
   - Child or adult neglect or abuse is known or suspected and is legally reportable
   - You have committed or threatened to commit a crime on Southwest Counseling Service premises or against Southwest Counseling Service staff
   - Required to process insurance, Medicaid or other third party payer claims, or to collect past due accounts
   - Information is needed to process a complaint or grievance you have filed against Southwest Counseling Service or an Southwest Counseling Service employee
   - Southwest Counseling Service has a legitimate court order
   - If requested or required by qualified persons for research, statistics, or program evaluation; or financial management audits (no client names or specific identifying data is allowed on such reports)
8. Billing: Southwest Counseling Service employees will establish and maintain billing practices that accurately reflect the nature and extent of services provided and that identify who provided the service in the practice setting.
9. Fraud: Southwest Counseling Service employees will not engage in any fraudulent activities. Fraud is the intentional deception or misrepresentation that an individual knows to be false, while knowing that the deception could result in some unauthorized benefits to himself or herself or some other person.
10. Copyright Laws: Southwest Counseling Service employees will respect and adhere to all copyright laws.
11. Ethical Responsibilities to Colleagues: Southwest Counseling Service employees will treat colleagues with respect and will represent accurately and fairly the qualifications, views and responsibilities of colleagues.
    - Southwest Counseling Service employees will avoid unwarranted negative criticism of colleagues in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, age, marital status, political belief, religion and mental or physical disability.
    - Southwest Counseling Service employees under no circumstances will engage in sexual activities, sexual contact, or conflict of interest with another colleague with whom they have an administrative or supervisory relationship.
12. Subordinate Misconduct: Southwest Counseling Service employees will avoid insubordinate actions in communication with others. Insubordinate actions may include: inappropriate verbal/nonverbal communication, i.e., swearing, physical or verbal threat or non-verbal gestures, non-adherence to verbal/written directives, non-adherence to policies and procedures, refusal to fulfill job descriptions, misuse of Southwest Counseling Service financial resources or property and falsification of documentation.
13. Ethical Misconduct: Southwest Counseling Service employees are responsible to report or take necessary steps to ensure ethical behaviors of all employees. In this event the employee will report the ethical misconduct to an Southwest Counseling Service Manager and will adhere to the State of Wyoming licensing reporting procedure.