

The Mindful Health Foundation

865 91st. Ave. North
Naples, FL 34108
P (239) 434-6596
F (239)514-2519
www.themindfulhealth.com

2023 CLIENT HANDBOOK



THE MINDFUL HEALTH FOUNDATION

Our Philosophy: The Mindful Health Foundation bases its treatment philosophy on mindful attention to each recovering individual. Our treatment team is motivated to embrace three common goals: restore health, establish clarity of mind, and develop the life skills necessary to fully recovery & prevent relapse.

Table of Contents

Your Rights & Responsibilities	2
Patient's Rights	2
Medications	2
Refusal of Services	3
Infection Control Practices	3
Customer Feedback	4
Filing A Written Complaint or Grievances	4
About Your Bill	5
Tobacco-Free Environment	5
Weapons	5
Web-Portal	5
How to Contact us	6
Health Insurance Portability & Accountability Act	7
Advance Directives	8

Your Rights & Responsibilities

ACCESSING SERVICES AND INFORMATION YOU SHOULD KNOW

You have the RIGHT to:

- Receive care within a reasonable time based on clinician assessment and within the scope of services provided.
- Be informed of any actions, procedures, or decisions that may affect you and your treatment at MHF
- Participate in the development and review of treatment/services and discharge planning.
- Participate in the least restrictive means of treatment with maximum potential benefit.
- Have family members or loved ones participate in treatment planning throughout the duration of treatment.
- Be treated with dignity and respect regardless of race, color, religion, national origin, sex, age, or disability, and be free from unlawful discrimination.
- Equal opportunity to benefit from all programs and services through reasonable accommodations under the Americans with Disabilities Act (ADA). If you are deaf or hard-of-hearing, you are entitled to interpreter services at no cost to you.
- Have a second opinion regarding services provided.
- Request a summary of your medical record by contacting records@themindfulhealth.com.
- Provide input through customer satisfaction surveys.
- Be informed of payment obligations for services rendered.
- Be provided with translation services as needed upon request with no cost to you.

MEDICATION

You have the RIGHT to:

- Have medication prescribed to you only as medically necessary.
- Receive an appropriate explanation of the purpose, expected benefits, dosage, frequency, possible side effects, and the possible long-term effects of any medication prescribed, in language you can understand.
- Consideration of your opinion and reactions to medication.
- A regular review of your medication for adjustment, possible side effects, and possible discontinuation.
- Have records maintained which document your medication history, allergies, and adverse medication reactions.
- Refuse medication.

REFUSAL OF SERVICES

You have the RIGHT to:

- Refuse, request release and/or discharge from any program.
- Be informed that without services, your situation may get worse or be informed that your refusal of recommended services may result in termination of the service relationship.
- Refuse to be filmed, photographed or taped without your written permission.
- Refuse to take part in experimental studies or research without your written permission.

INFECTION CONTROL PRACTICES

MHF has established and implemented a strong and comprehensive Infection Prevention and Control Program, helping to facilitate wellness and an overall healthy lifestyle for staff, clients and visitors. MHF follows guidelines and recommendations set by the Centers for Disease Control and Prevention.

The first line of defense is consistent and appropriate hand-washing. Hand-washing and Cover Your Cough instruction signs are posted throughout MHF restrooms and lobbies as a reminder to all staff, clients, and visitors of the steps for preventing the spread of infection.

To prevent the spread of infection, please contact the MHF prior to your appointment if you are experiencing:

- Nausea, vomiting, and/or diarrhea
- Flu-like symptoms; general malaise, body aches, etc.
- Drainage of the ears and/or eyes
- Fever of 100.4 or higher
- Known exposure to contagious disease(s)
- Open wounds, drainage, sores
- Productive cough, with either bloody, brownish, green and/or yellowish sputum
- Rash of unexplained origin

Every effort will be made to accommodate your needs and promptly reschedule your appointment once the illness is resolved. In addition, we encourage you to please contact your primary health care provider to arrange for prompt medical care. MHF may utilize telehealth services until you are symptom free.

For clients admitted to IOP and PHP programs, additional infection prevention and control strategies may be implemented, to include screening and appropriate treatment options to address the illness or infection.

CUSTOMER FEEDBACK

We strive to provide exceptional, compassionate care in all that we do. We encourage clients, families and/or loved ones to share your experience with us. For your convenience, you may go to [admissions @ themindfulhealth.com](mailto:admissions@themindfulhealth.com) and/or request a MHF Customer Experience Survey from an MHF staff member

FILING A WRITTEN COMPLAINT/GRIEVANCE

Any client, family member or legal representative of a client may file a grievance as a formal notice of dissatisfaction. If you wish to lodge a formal complaint and/or are unhappy with the services you are receiving, please share your concerns with us. The grievance procedure involves a series of steps offering the possibility of a satisfactory resolution at each step. The filing of a grievance will never adversely affect the quantity or quality of services provided to an individual. There will be no form of retaliation related to the filing of a grievance and/or formal complaint. We request that you use the following steps for filing a written grievance:

- Grievance forms are readily available in each of our program areas. Please complete the form and return it to any reception area, mail it to 865 91st. Ave. North, Naples, FL 34108 , attention Greivance Department, email it to ethicspoint@themindfulhealth.com or return to any MHF staff member. We will be happy to assist you in completing the form, if requested.
- The grievance form will be given to a Quality Improvement representative within 24-hour business hours. This person will review the grievance and contact appropriate staff who are involved and can help resolve the grievance.
- You will then be contacted by a staff member within a reasonable period of time who will work with you to help resolve the grievance. If you have any questions concerning your grievance, please call (239) 434-6596 or email ethicspoint@themindfulhealth.com.
- If the previous steps have taken place and you are still not satisfied with the results, you may contact:
 - Florida Abuse hot line at 1-800-96-ABUSE; at 1-888-419-3456
 - Department of Children and Families, Office of Civil Rights, 1317 Winewood Blvd. Bldg. 1, Rm. 110, Tallahassee, FL 32399-0700
 - Southeast Region, U.S. Dept. of Health & Human Services, Office for Civil Rights, Sam Nunn Atlanta Federal Center, Suite 16T70, 61 Forsyth Street SW, Atlanta, GA 30303
 - Jacob Still, MPH, Department of Children and Families -Suncoast Region, 1864 17th Street, Sarasota, FL 34234. o:941-554-1719 c: 813-731-4957 fax:941-554-1702.
 - CARF. You may email your comments or concerns to feedback@carf.org. You may fax your feedback to: (520) 318-1129. You may mail your feedback to: CARF, 6951 East Southpoint Road, Tucson, AZ 85756-9407. You may call toll free (866) 510-2273 or (866) 510-CARF.
 - You may contact: Disability Rights Florida, 2473 Care Drive, Suite 200, Tallahassee, Florida 32308. Tel 1-800-342-0823. You may contact the Abuse Hotline: 1-800-962-2873, Florida Relay 711 or TTY: 1-800-955-877

ABOUT YOUR BILL

Clients/parents/legal guardians are responsible for deductibles, co-insurance or non-covered charges unless otherwise indicated. You will receive statements from us advising you of the status of your account. If you move, please inform a staff member at time of checking in for your appointment or you may contact the Billing Department with your new address. MHF is excited to have partnered with Inbox Health to provide real-time billing and access to our biller via text message or email. You only need your birth date to access the bill. Once your services have been processed through your insurance, you will immediately receive a text message and an email with an explanation of your benefits and your balance. Your bill will be sent to you via Inbox Health and may pay your bill via email or text and contact our biller directly via the Inbox Health email and/or text message. If you disagree with the insurance benefits paid by your insurance provider, please contact them directly.

Medicare: MHF is not a Medicare Part B.

Medicaid: MHF is not a Medicaid provider.

Commercial Insurance: MHF accepts assignment of benefits and will bill the insurance provider on behalf of a client. The Center has outpatient contracts with many Managed Care Organizations including BCBS, Aetna, Meritian, and Community Health Partners. MHF has contracts for intensive outpatient contracts and partial hospitalization with BCBS, Aetna, Meritian, Community Health partners, and United Behavioral Health. We are not in net work with Cigna.

You will be responsible for all deductibles, co-payments and non-covered services.

TOBACCO-FREE ENVIRONMENT

MHF is committed to the promotion of a tobacco-free environment. Therefore, clients are not permitted to use any tobacco products, including vaping, or e-cigarettes, on MHF property.

WEAPONS

MHF is committed to the safety of clients, staff and visitors. Accordingly, with the exception of law enforcement, no weapons of any kind are permitted at MHF.

CLIENT WEB PORTAL

We provide you with secure access to your personal Client Portal that allows you 24/7 access to the following:

- Complete intake paperwork prior to initial appointment
- Complete Releases of Information and request records
- Complete mental health screenings
- Communicate Directly with your provider via secure text messaging or email

Please ask an MHF staff member how you can access your personal Client Portal.

The Mindful Health Foundation's Contact Information

Address:

865 91st. Ave. North

Naples, FL 34108

Main Phone: (239) 434-6596

Main Fax: (239) 514-2519

Main Email: admissions@themindfulhealth.com

Scheduling: Phone: (239) 434-6596, Monday- Friday, 9 AM - 5 PM (excluding holidays)

Fax: (239) 514-2519, admissions@themindfulhealth.com

24/7 Live Answering Service: (239) 434-6596, for on-call practitioner for emergencies. If you are experiencing a life or death emergency or suicidal/ homicidal thoughts, call 911 immediately.

Admissions Staff: (239) 434-6596 or email admissions@themindfulhealth.com, Monday – Friday 8 am – 5 pm. Closed Saturday & Sunday, (excluding holidays).

Contact your provider directly: Monday- Friday, 8 am- 5 pm via the client portal (Kareo), Closed Saturday & Sunday, (excluding holidays).

Billing: Text MHF billing through In Box Health, Monday through Friday, 9 AM- 5 PM (excluding holidays). Check your email address and text messages for up to date billing information and to access the text feature. Contact Oasis Claim Management Solutions P: (239) 333-0642, F: (239) 333-0643, Monday through Friday, 9 AM- 5 PM, (excluding holidays).

Medical Records: Phone: (239) 434-6596, Fax (239) 514-2519, email: records@themindfulhealth.com, Monday through Friday, 9 AM- 5 PM, (excluding holidays).

Health Insurance Portability & Accountability Act (HIPAA) Notice of Privacy and Security Practices & Notice of Client Rights Abbreviated Statement

For more than 18 years The Mindful Health Foundation has maintained an unwavering commitment to assure you, our client, that the privacy and security of your information is high priority throughout our organization.

We have developed standards, policies and procedures to ensure that we treat your personal information properly at all times. This notice describes how your medical, mental health, and substance abuse information may be used and disclosed and how you may have access to this information. **PLEASE REVIEW THIS INFORMATION CAREFULLY.**

The following are our standards on assuring that your information is protected.

COLLECTION OF INFORMATION: MHF collects the information needed to assess and provide treatment for your mental health and/or substance abuse conditions.

DISCLOSURE OF INFORMATION: MHF may disclose your information if there is a proper consent, court order or as allowed by Federal and Florida Law 42 C.F. R Part 2 and HIPAA (Health Insurance Portability and Accountability Act) to conduct our business and to assure that you receive appropriate treatment and medications.

The information that is released will contain only the minimal necessary to meet the request or requirement.

You have the right to file a complaint if you think we may have violated your privacy rights. You may contact our Privacy Officer by phone at (239) 434-6596 or by email at ethicspoint@themindfulhealth.com.

You also have the right to notify the U.S. Department of Health and Human Services (DHHS) or their designee if you feel that MHF has not been compliant with the Privacy and Security of your health information at the following address:

United States Department of Health and Human Services (DHHS)
Attention: Office for Civil Rights
Sam Nunn Atlanta Federal Center, Suite 3B70
61 Forsyth Street SW Atlanta, Georgia 32303-8909

There will be no retaliation for filing a complaint.

CLIENT'S RIGHTS TO DISCLOSE, REVOKE, ACCESS AND REQUEST CORRECTION OF INFORMATION:

- You have the right to make a written request to disclose, revoke, access and request correction of your protected information and you have the right to revoke your consent for disclosure of your protected information at any time except to the extent that action has been taken in reliance on it. We will also inform you as to whom we have disclosed information.

If you need further information on this notice, please contact our Privacy Officer by phone at (239) 434-6596 or via email at ethicspoint@themindfulhealth.com.

Advance Directives

At The Mindful Health Foundation, clients are encouraged to make decisions concerning their health care before they become incapacitated. We believe that understanding the client's personal views and values are vital in order to best determine the care provided.

Under Florida law, patients have the right to accept or refuse medical or surgical treatment and to prepare a living will or similar document. Although MHF is not a hospital facility, we ask that you inform the admission/intake staff if you have completed any of the following documents and that you provide a copy for filing in your clinical record:

HEALTH CARE SURROGATE

Florida statutes provide that any competent adult patient may designate a person to serve as a health care surrogate to make health care decisions for him/her and to provide informed consent for treatment. A health care surrogate may be asked to make treatment decisions for clients in our crisis unit. A Health Care Surrogate cannot voluntarily admit a person to the Residential Programs, to include the CSU. Please let us know if you have already appointed a Health Care Surrogate.

DURABLE POWER OF ATTORNEY

Patients who have executed a durable power of attorney document have legally named an adult individual as their agent for the purpose of making treatment or refusal of treatment decisions. Such agents have the legal authority to refuse that resuscitation measures be employed in a hospital setting.

ADVANCE DIRECTIVE (LIVING WILL)

Any competent adult has the legal right to refuse medical intervention, including life-saving procedures. This document is a written-signed declaration instructing the responsible physician to withhold or withdraw resuscitation measures when the patient is in a terminal condition and unable to communicate his/her wishes. Local hospital facilities will ask if you have completed a Living Will.

The Mindful Health Foundation is licensed by the State of Florida Department of Children and Families (DCF) and is accredited by the Commission on Accreditation of Rehabilitation Facilities