



CLIENT HANDBOOK

YOUR RIGHTS

- Be fully informed about the course of your care and decisions that may affect your treatment
- Revoke your consent for treatment at any time
- Timely and accurate information to assist you in making sound decisions about your treatment
- Be fully involved as an active participant in decisions pertaining to your treatment
- Have an individual identified in writing that will direct and coordinate your treatment
- Request a change in individual directing and coordinating our treatment if you so desire
- Receive services in an environment that is free of all forms of abuse, including, but not limited to, (a) financial abuse, (b) physical abuse and punishment, (c) sexual abuse and exploitation, (d) psychological abuse including humiliation, neglect, retaliation, threats, and exploitation, and (e) all forms of seclusion and restraint

ACCESS TO YOUR RECORDS/CONFIDENTIALITY

- Have information about your treatment and your confidentiality protected to the greatest extent allowed by federal and state confidentiality laws and regulations
- File a grievance/complaint about the services you receive without fear of retaliation or reprisal
- Have family members, friends or others involved in your treatment with your consent and approval
- Receive services that comply with all applicable federal and state laws, rules, and regulations
- File a grievance with an outside third party if you feel that the organization has not satisfactorily addressed any concerns you have or, does not adequately address any formal grievance you submit
- To request a transfer to another program if you believe you are not receiving care that is meeting your needs and preferences.
- You may also have additional rights afforded to you based on federal, state, and local regulations. Your service coordinator will advise you of any additional rights that you may have.
- Access/Referral to legal organizations, self-help entities and advocacy organizations.
- The right to have an investigation and resolution of any rights that have been infringed

REPORT ABUSE & FRAUD

- You may report abuse and/or fraud to the Corporate Compliance Hotline 24 hours a day, seven days a week.
- The Corporate Compliance Hotline is not run by Pinnacle Care and is not affiliated
- You do not have to give your name when you call
- Corporate Compliance Hotline: 580-740-4053

COMMITMENT/SYNOPSIS

- We are committed to the safety of all clients and individuals. We support the right to a hazard free experience. Exit route maps and emergency equipment are located within the facility.

DRUG FREE & SAFE ENVIRONMENT

- We are committed to providing a safe, clean, and friendly environment for our clients and visitors. Our facility is smoke free and the use/possession of illicit drugs and/or weapons is strictly prohibited.

ALTERNATIVES TO RESTRICTIVE INTERVENTIONS

- We refrain from using any kind of seclusion or restraint as a behavioral intervention during the course of treatment for any client.

OPPORTUNITIES FOR INVOLVEMENT AND INPUT

- We welcome input and involvement from our clients and/or family members or treatment advocates of clients
- Clients, treatment advocates, and family members of clients can get involved by:
 - Participating in focus groups
 - Submitting surveys, feedback, or comment cards

REQUESTING SPECIAL ACCOMODATIONS

- If you need accommodations to participate in services, you may request Accessibility and Accommodations on behalf of yourself or a family member

CODE OF ETHICS

- Each person employed by Pinnacle Care is expected to perform in a manner that reflects the highest standard of ethical behavior
- We expect the same of our clients and visitors

ALLEGED OR SUSPECTED ABUSE OR NEGLECT

- We report all instances of suspected abuse and neglect to the appropriate protective services department
- Any employee who acts in a manner which results in a client being abused or exploited, or who fails to report or act on behalf of a client shall be subject to disciplinary action

FEE FOR SERVICES

- Pinnacle Care charges fees for services provided to clients
- Clients are made aware of our fee policies at admission
- We accept Medicaid

ASSESSMENT

- To start services, all clients must have an assessment performed by a licensed clinician

TREATMENT PLAN

- The process used to design your individual treatment plan includes:
 - Time and place that is convenient for you
 - You may invite people to your appointment if you desire
 - You are satisfied with your final treatment plan
 - Your final treatment plan will be in a language that you understand

DISCHARGE/TRANSITIONAL PLANNING

- We initiate the process of transition/discharge planning early in an individual's entry into programming

INFECTION CONTROL

- We minimize occupational exposure to communicable disease or infection that spread by using universal procedures
- Information on prevention/treatment of AIDS/HIV and Hepatitis is available at your request

REGAINING ENTRY AFTER BEING DISCHARGED

- Client shall regain entry into program on a conditional basis
- Clients discharged due to non-compliance with Pinnacle Care policies may be eligible to regain entry on a 30-day trial basis

CONCERNS & GRIEVANCES

- If you have a problem or concern relating to services provided by Pinnacle Care or the condition in which our program provided services, you are encouraged to file a grievance
- Grievance procedure and forms are available at the front desk as well as posted by the front exit

HOURS OF OPERATION

- Office hours are Monday through Friday from 9am to 5pm

CONTACT US

- Please feel free to contact us with any questions or concerns
- You may reach our corporate office in Durant, Oklahoma by:
 - **Phone:** 580-740-4053
 - **Fax:** 877-725-8976
 - **Email:** info@pinnaclecareok.com
 - **Address:** 2701 W University Blvd, Durant, OK 74701