

Welcome to Red Rock Behavioral Health Services

The Foundation of Your Recovery



Outpatient Orientation Guide

If you have questions, please feel free to contact:

Name: _____

Phone: _____

Emergency After-Hours Phone: _____

Grievance Advocate: _____

Grievance Coordinator: _____

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WHAT SERVICES ARE AVAILABLE AT RED ROCK?

A full range of person-centered services for treating mental health and substance use disorders is available to all age groups based on need and financial eligibility. Depending on the location, services may include:

Screening & Assessment	Crisis Intervention
HIV & Hep C Testing	Psychiatric Social Rehabilitation
Crisis Stabilization	Individual Rehabilitation
Mobile Crisis Services	Group Counseling
Individual Counseling	Substance Use Disorder Treatment
Family Counseling	Referrals
Case Management	DUI Evaluations
Community Housing	Community Outreach
Prevention/Education	Peer Recovery Support Services
Domestic Violence	Pharmacological Management
Specialty Court	Medication Training & Support
Socialization & Wellness	Pharmacy Services
Prevocational Services	TeleHealth (Virtual) Services
PACT Services	System of Care & Home Based Services
Wellness Services	Medication Assisted Treatment
Tobacco Cessation Services	

Preference in admission is given to the following populations:

- women who are pregnant injecting substance users;
- women who are pregnant substance users;
- injecting substance users;
- women with dependent children; and
- persons with HIV/AIDS or Hepatitis C



WELCOME TO RED ROCK

Red Rock Behavioral Health Services (Red Rock) is a private, not-for-profit agency providing many outpatient services. Our Agency offers person centered, recovery-oriented services that are responsive to each person served, to assist persons in obtaining an optimal level of functioning in the home and/ or community of choice. We are pleased that you have chosen us for your mental health and/or drug and alcohol treatment needs and want to help you start services quickly and easily. We believe you are ready to make changes, so you are in the right place at the right time. Red Rock BHS is dedicated to providing high quality services in a safe and supportive environment where everyone is treated with dignity and respect no matter what their issues.

AGENCY MISSION STATEMENT

Red Rock Behavioral Health Services is committed to providing high quality, technology driven, evidence-based practices so all Oklahomans will achieve better health and wellness.

CODE OF ETHICS

Red Rock is committed to a high standard of ethical behavior by our staff. Standards include, but are not limited to:

- Staff will treat all clients with dignity and respect.
- Staff will not harass clients in any way.
- Staff will not discriminate for any reason.
- Staff will respect the privacy and confidentiality of persons served.
- Staff will not commit fraud.
- Staff will not engage in social or sexual relationships with clients.

A suspected ethical violation can be reported through the grievance process.

WHAT DO RED ROCK SERVICES COST?

Red Rock accepts most third-party payments (e.g., personal insurance, Medicaid & Medicare) for services received. Some special services are funded by other sources. A fee may be charged if funding sources do not cover all the costs. Sliding Scale Fee Schedule is available upon request. During your first visit at Red Rock, your fees will be explained. Clients are responsible for paying any fees not covered by insurance. Should you not be able to afford services or co-pays, Red Rock may locate and refer you to other resources in the community.

HOW ARE SERVICES DETERMINED?

At the time of your first appointment, you will meet with a clinician who will gather information about the problems you are having. The time with the clinician will help to determine the best services to meet your needs.

You and a clinician will develop a service plan. This service plan will include your expectations for services and will help you set goals that you want to reach in order to successfully complete the services at Red Rock. A treatment team will review the service plan and a clinician will be assigned to you.

Transition planning begins as soon as your first service plan is completed. During services you will discuss and plan with your clinician the appropriate time to transition. Your clinician will discuss with you the criteria and procedures for transition.

DISCHARGE PROCEDURES

Planning for the end of your services (Discharge/Transition Planning) begins as early as possible by communicating with your primary clinician and treatment team. There are certain things that your transition is based upon. These include but are not limited to:

- You have successfully completed your service plan.
- You no longer meet medical necessity criteria as determined by your insurer or Treatment Team.
- The disorder you have is in a state of remission and services at Red Rock are no longer indicated.
- You have not received services at Red Rock in 90 days.
- After intake you did not engage in services at Red Rock.

With your permission, your family, and any other agencies or persons may be involved in your discharge/transition planning. As a part of your individual service planning process, specific goals for discharge/transition will be identified for you.

At your last appointment at Red Rock, you will receive a copy of your Discharge/Transition Plan. A summary of your services will be given and any referrals and/or recommendations will be listed. With your permission, you may be contacted after your discharge to determine how you are doing. This is done to assist Red Rock in assessing how satisfied you were with services and areas where improvement may be needed.

ADMINISTRATIVE DISCHARGE

Your chart may be closed and your services with Red Rock ended if:

- We have had no contact with you in 45 days and are unable to locate you; or
- You are aggressive with staff or other clients; or
- You bring weapons on Red Rock property; or
- Your treatment team determines discharge is appropriate.

TRANSFER, TRANSITION—LEVEL OF CARE CHANGE

A transfer occurs when you move or transition from one level of care or program to another, but are not being discharged from Red Rock BHS. For example, a client may be transferred from Red Rock's outpatient services to the crisis unit.

RECORDING SESSIONS/SERVICES

Recording a session or service is strictly prohibited by clients, parents/guardians, and employees, unless a Consent for Recording is completed and approved by Red Rock's Management Team.

ACCESS TO ADDITIONAL SERVICES

Red Rock will help you find and receive other services you may need such as self-help groups and advocacy services, if you wish. We can help you contact community self-help groups and helping agencies such as Alcoholics Anonymous and Al-Anon, Domestic Violence Intervention Services, etc. that you may want to access. A brief list of consumer and advocacy services is on the next page.

National Alliance for the Mentally Ill (NAMI) – Oklahoma

3812 N Santa Fe Ave., Suite 305
Oklahoma City, OK 73118
NAMI.org; call or text 1-800-950-6264

Oklahoma Citizen Advocates for Recovery, Treatment Association (OCARTA)

2808 NW 31st St.
Oklahoma City, OK 73112
405-949-2755
www.ocarta.org

2-1-1 Information & Referral

provides free and confidential information and referral for help with food, housing, employment, health care, counseling and more.
www.211.org

Dial **988** for Mental Health Support

Oklahoma Mental Health and Consumer Rights

OK.gov | Consumer Rights
405-248-9037; 1-866-699-6605

WHAT IF I NEED MEDICATIONS?



Red Rock has psychiatrists/Medical Providers on staff who may prescribe psychotropic medication for individuals suffering from serious emotional conditions. Your clinician can help you determine if you need this service. Prescriptions written a Red Rock Medical Provider may be filled at the Red Rock Pharmacy or at a pharmacy of your choice.

MEDICATION USE INFORMATION

The following information is a summary and does NOT have all possible information about medications you may be prescribed. This information does not assure that medications prescribed are safe, effective, or appropriate for you. This information is not individual medical advice and does not substitute for the advice of your health care professional. Always ask your health care team members for complete information about medications and your specific health needs.

Speak Up— The more information your health care team members know about you, the better they can develop a plan of care tailored to you. ALL of the members of your team need to know:

- Your medical history and current medical problems.
- Any allergies and sensitivities you have had with medicines.
- The medications you take routinely and occasionally—prescription and over the counter.
- Dietary supplements you use, including vitamins and herbals.
- Your substance use history and current use.

Understanding Your Medications— Medications can play a role in treating behavioral health disorders. If you are prescribed medications, you will receive information specific to the medication prescribed. It is important to read information about the medications you are prescribed.

Before you purchase a prescription or over-the-counter medicine, learn and understand as much about it as you can, including:

- Proper uses (indications/contraindications); understand how to take the medicine before you start using it and take your medicine as instructed.
- Warnings and precautions; possible side effects.
- Interactions with food, dietary supplements, other medications.
- Potential interactions between diet, exercise, and medications.
- Possible obstacles to adherence (taking as often and for length of time needed).
- Need for laboratory tests, or other monitoring procedures.
- Early signs that the medication may not be working as well as it did when you first began taking it (efficacy).
- Signs of not taking medications as prescribed.
- How long you may be expected to take the medication and, when appropriate, discontinuation of use.
- Some medications take a while before they take effect.

Benefits and Risks— By being an informed client and being involved in your behavioral and physical health care, you can decrease the risks and get the most benefits from your medicine. When it comes to using medicine, there is no such thing as completely safe. All medicines have risks. The U.S. Food and

Drug Administration (FDA) approval of a drug means that the benefits outweigh the known risks that are outlined on the medication's label.

Physicians, therapists, physician assistants, nurses, pharmacists, case managers, and YOU make up your health care team. To reduce the risks related to using medicines and to get the maximum benefit, you need to play an active role on the team. After you have considered all the information regarding medications, you can decide if the benefits outweigh the risks. The final choice is yours.

To reduce risks and maximize benefits:

- Read the label every time you fill your prescription—before you leave the pharmacy. Be sure you have the right medicine and understand how to use it.
- Read the label every time you are about to take the medicine—to be sure it is the right medicine, taken in the right amount, right way, and right time.
- Take the recommended dose exactly as prescribed—no matter how tempted you might be to use more to feel better faster.
- Take all the medicine as directed—even if you start to feel better before all the medicine is taken.
- Don't take medicines prescribed for another person or give yours to someone else.
- Pay attention to how you feel and notify your health team of any problems.
- Call your doctor immediately if you have any problems with your medicine or if you are worried that it might be doing more harm than good. Your doctor may be able to adjust the dose or change your prescription to a different one that may work better for you.
- Do not stop taking prescribed medications without first consulting your health team; some medications take a while to be effective; some need to be withdrawn gradually to decrease undesirable effects.

Pregnancy— Pregnant individuals should be particularly careful about weighing the risks and benefits of taking medicines. Not all medicines are safe to take during pregnancy. Some reasons for caution include:

- Pregnancy may change the way your body processes medications. Pregnant individuals should ask their health care professional if the dosage should be changed for their medicines.
- Even everyday medicines, such as some over-the-counter pain relievers, can be unhealthy for pregnant individuals and the fetus at certain points during a pregnancy.
- Many individuals have serious medical conditions, such as asthma, diabetes, high blood pressure, and epilepsy, and they need to take prescription medicine during pregnancy. The risk of stopping a medication could be greater than continuing it during pregnancy. Individuals should always consult a health care professional before stopping or starting a medicine while pregnant or while trying to get pregnant.
- Individuals are more vulnerable to getting the flu during pregnancy. A flu shot can provide some protection against the flu. Pregnant individuals should not get the flu nasal spray.
- Check the labels on both over the counter and prescription drugs for any warnings about use during pregnancy.

Question Guide— The following questions may help you gather the information you need to know from your health care team regarding medications:

- What are the brand and generic names of the medicine?
- Can I use a generic form?
- What is the medicine for and what effect should I expect?
- Does this medication replace any other medicine I am now taking?
- How and when will I take it; what amount will I take; how long will I take it?
- What do I do if I miss a dose?

- Should I avoid other medicines, dietary supplements, drinks, foods, or activities while taking the medication?
- When should I notice a difference or improvement?
- Will I need to have any testing/lab work completed because/while I am taking the medication? If so, what, where, and when?
- What are the possible side effects and what do I do if a side effect happens?
- Are there other options for treating the problem for which the medicine is prescribed?
- How do the risks and benefits of taking the medicine compare?
- What other information do I need to know about the medicine?

HOW ARE EMERGENCIES HANDLED?

Trained staff are available to assist you in any emergency situation.

- Emergency Psychiatric Services are available 24 hours, seven days a week, through the phone number on the front of this brochure which provides contact with a mental health professional in minutes.
- Should you and your clinician determine that hospitalization is appropriate, a clinician can help make the necessary arrangements.
- In case of medical emergency, staff trained in first aid and CPR are available to assist. First aid kits are available at every location. More intensive emergency services are referred to appropriate medical services.
- If there is a fire or tornado, instruction will be given by staff or intercom system.
- Emergency evacuation routes, designated shelter areas and fire extinguisher locations are posted on maps throughout the agency. If further directions are needed, see the receptionist at each facility.
- If a psychiatric emergency occurs, the least restrictive actions will be used to assure the safety of yourself and others.

AS A CLIENT OF RED ROCK BHS, YOU HAVE THE FOLLOWING RIGHTS

(Per OAC 450:15-3-27):

1. Each consumer shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law.
2. Each consumer has the right to receive services suited to his or her condition in a safe, sanitary and humane treatment environment regardless of race, religion, gender, ethnicity, age, degree of disability, handicapping condition or sexual orientation.
3. No consumer shall be neglected or sexually, physically, verbally, or otherwise abused.
4. Each consumer shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. A consumer shall participate in his or her treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged for those consumers adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. Additionally, each consumer shall have the right to the following:
 - a. Allow other individuals of the consumer's choice participate in the consumer's treatment and with the consumer's consent;
 - b. To be free from unnecessary, inappropriate, or excessive treatment;
 - c. To participate in consumer's own treatment planning;
 - d. To receive treatment for co-occurring disorders if present;
 - e. To not be subject to unnecessary, inappropriate, or unsafe termination from treatment; and
 - f. To not be discharged for displaying symptoms of the consumer's disorder.
5. Every consumer's record shall be treated in a confidential manner.
6. No consumer shall be required to participate in any research project or medical experiment without his or her informed consent as defined by law. Refusal to participate shall not affect the services available to the consumer.
7. A consumer shall have the right to assert grievances with respect to an alleged infringement on his or her rights.
8. Each consumer has the right to request the opinion of an outside medical or psychiatric consultant at his or her own expense or a right to an internal consultation upon request at no expense.
9. No consumer shall be retaliated against or subjected to any adverse change of conditions or treatment because the consumer asserted his or her rights.

A synopsis of the Client Bill of Rights is posted in each lobby, on the website, and in the client portal.

You may receive a full Client Bill of Rights upon request.

Clients have the right to request a copy of their clinical record.

Due to the cost of copying, clients are charged \$.25 per page, which must be paid before the record will be copied.

WHAT IS EXPECTED OF ME?

- You will be expected to attend scheduled sessions with your treatment team. If you do not keep scheduled appointments with your clinician, a letter will be sent requesting that you make contact with the office to reschedule.
- Please notify your assigned clinician, case manager or psychiatrist if you wish to discontinue services. If you do not contact Red Rock within 45 days, you will be discharged from services and will have to be evaluated for readmission. If your chart is closed, you will also be discharged from medication clinic services. Another intake would be required to reinstate services.
- Aggressive behavior will not be tolerated on Red Rock property. If a person becomes aggressive or assaultive, law enforcement will be notified, and hospitalization or legal charges may occur.
- Weapons are strictly prohibited on Red Rock property. Anyone who carries a concealed weapon on Red Rock property will be asked to leave and/or Law Enforcement will be notified and weapons will be confiscated.
- You will be expected to attend services free of alcohol and drugs. Alcohol and drugs are strictly prohibited on Red Rock property. If you present for services under the influence of alcohol or other drugs, you may be asked to reschedule your appointment. Legal involvement may be necessary.
- Tobacco use is strictly prohibited on Red Rock property. To ensure the best possible treatment, you will be expected to report all symptoms and side effects from any medications to your medication clinic provider.
- You are expected to attend all outpatient services prior to your medication clinic appointment. If you do not attend your outpatient appointments, your medication clinic appointment may not be scheduled. Unscheduled medication appointments are available to individuals on an emergency basis. In order to get an emergency appointment, you must be assessed and referred by a RRBHS staff member.
- **Please note that each treatment program has specific rules that will be discussed with you during your program orientation. Violations of program rules are dealt with on an individual basis. Clients can meet with the treatment team to regain privileges that have been restricted.**

AS A CLIENT OF RED ROCK BHS, YOU HAVE THE FOLLOWING RESPONSIBILITIES:

- To ensure the best possible treatment, you will be expected to be honest and open about your problems and to participate in your treatment planning and treatment services. Please be respectful and courteous to other clients and staff. Opinions and beliefs of others should be respected at all times. You will be expected to ask any questions about any part of your treatment that you do not agree with or understand. You will be expected to tell your clinician if you need any special assistance.
- Parents are expected to inform the clinician of any problems or concerns regarding their child prior to each session.
- It is very important that you be on time for all appointments. If you are more than 15 minutes late, your appointment may be rescheduled.
- Please cancel any appointment at least 24 hours in advance. Failure to attend two consecutive intake appointments could result in a longer waiting period to receive services.
- Parents should not drop off children for their sessions. Parents are expected to be available during each session to consult with the clinician regarding their child's treatment.

- To ensure the highest quality of treatment for your child, parents are required to attend and participate in family sessions. Failure to do so may result in your child being discharged from services.
- You will be expected to pay any required fee for your services at the time you receive them. This includes any co-pays for services or medications. If you are unable to pay at the time of services, please notify your therapist so that arrangements can be made and/or your appointment can be rescheduled.
- Please notify your clinician of any changes in your personal situation, such as name, address, phone number, family size, income, or insurance.

CLIENT GRIEVANCE PROCEDURE

The purpose of the grievance process is to provide you a fair, simple, effective and timely system to resolve your grievance. This process is to ensure that the person filing the grievance is free from restraint, coercion, reprisal or discrimination. You will not be retaliated against in any way for filing a grievance.

HOW TO ASSERT A GRIEVANCE

There is no time limit on when a grievance can be filed or submitted to your grievance advocate. However, it is recommended that you file your grievance as soon as possible and attempt to resolve the matter within one day (24 hours) following the event giving rise to the grievance.

STEP 1 – INFORMAL RESOLUTION

First, please talk with the person(s) whom you believe has violated your rights. Explain your feelings and why you believe your rights have been violated. Many times, talking things out with others results in both parties understanding each other better and no one has hurt feelings. If you still feel the conflict has not been resolved, contact your Grievance Advocate who can help you to complete a Client Formal Complaint Form.

STEP 2 – FORMAL FILING OF A GRIEVANCE

If you were unable to resolve the matter informally, please ask your Grievance Advocate (named on the cover of this guide) or any staff member for a Grievance Form. The Grievance Advocate is there to help and advocate for the consumer. Should you need help filling out the form, they will assist you. Please sign and date the form and give it to the Grievance Advocate or any staff member. The staff member will see that the Grievance Form is given to the Grievance Coordinator (named on the cover of this guide). Upon receipt of the Grievance Form, the Grievance Coordinator will contact you and attempt to resolve the grievance.

STEP 3 – GRIEVANCE RESOLUTION

If the issue cannot be resolved with the Grievance Coordinator, the coordinator will refer the grievance to the Grievance Administrator.

The Grievance Administrator will contact you to address the issue or concern and determine a final resolution.

If, after contacting the Grievance Administrator, your grievance is still not resolved or if you are dissatisfied with the outcome and would like to appeal the decision, you may contact Red Rock's Corporate Compliance Officer as noted on the back cover. You may also contact ODMHSAS Commissioner or designee to file an appeal.

If the grievance is about the Grievance Advocate, Grievance Coordinator, or Grievance Administrator, they are skipped in the process.

At any time, you may contact the Consumer Advocate Division of the Department of Mental Health and Substance Abuse at 1-866- 699-6605.

CONFIDENTIALITY

All information received by Red Rock BHS pertaining to you and your treatment at Red Rock is confidential. No part of your medical record will be released to any person, bureau, or agency unless the following conditions apply:

- Written consent by you.
- In emergency situations where you may be in danger or where another person(s) may be in danger, as a result of your possible actions.
- In any known or suspected cases of child or elder abuse.
- When a judge issues a court order for the medical record.

Red Rock staff cannot tell anyone anything about you without your permission, except in the above listed conditions. For example, we will not tell anyone calling the agency whether or not you are receiving services from us unless you authorize us to do so in writing. There is no time limit on your right to confidentiality. For example, even if you have not received services at Red Rock for twenty (20) years, you still have your right to confidentiality. Additional information about confidentiality of mental health and substance abuse records can be obtained through the Medical Records Department.

CONFIDENTIALITY LAWS

1. The confidentiality of alcohol and drug abuse consumer records maintained by this program is protected by Federal and State laws and regulations. GENERALLY, the program may not disclose participation to any persons outside of the program, or disclose any information that would identify a person as an alcohol or drug abuser UNLESS:
 - a. The client consents in writing.
 - b. The disclosure is allowed by a court order or State Statutes.
 - c. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
2. Medical records and all communications between consumer and Medication prescriber or psychotherapist are privileged and confidential; with such information limited to persons/ agencies

- actively engaged in intervention of the consumer and related administrative tasks. (43A O.S. 3-422)
3. Privileged/Confidential information is not given to any person or entity not involved in the client's treatment without the written, informed consent of the client, or his/her guardian, or parent of a minor child, or a private or public childcare agency having legal custody of the minor child. (43A O.S. 3-422)
 4. Identifying information may be released without the consent required in the following situations:
 - a. Required to fulfill any statutorily required reporting of child abuse and abuse of elderly or incapacitated adults.
 - b. On the order of a court of competent jurisdiction.
 - c. Holders of contracts with ODMHSAS having signed a qualified service agreement.
 - d. As provided by other State Statutes (i.e. 10 O.S. 7005 (1.1)-7005 (t. 3)).
 5. The manner of personal access of a present or former consumer to their medical records shall conform to the provisions of 43A O.S. 1-109(B), which state that a consumer may not have personal access or copies of their medical records unless the treating physician or practitioner approves.
 6. With the consent of the client, information may be provided to responsible family members.
 7. The reviews of records by State and Federal accrediting, certifying or funding agencies may occur to verify services, and/or facility compliance with statutes and/or regulations.
 8. Special Rules Governing Substance Abuse Records Only: These records are protected under the provisions of 43A O.S. 3-422, 423 and US 42CFR, Part 2.
 - a. All written communication relating to the intervention and rehabilitation of drug-dependent persons shall be contained in folders and clearly marked confidential.
 - b. Any person involved in an intervention and rehabilitation program is prohibited from testifying to any information relating to drug possession or dependency disclosed in the program in any court action against a drug-dependent person.
 - c. The medical records compiled during the intervention and rehabilitation of a drug-dependent person may not be accepted as evidence or used in any manner in any court action against the drug-dependent person.
 - d. Information may be made available for purposes of research into the causes and treatment of alcoholism or drug abuse as long as no client names are disclosed. The information may be released without the consent of the client since it in no way identifies the client.

HOW DOES RED ROCK GATHER INFORMATION ON YOUR SATISFACTION WITH SERVICES?

Red Rock is interested in how satisfied you are with your services as well as the progress you are making. We gain this information in several ways:

- Satisfaction surveys are randomly collected throughout the year during the course of treatment.
- Satisfaction surveys are randomly collected by phone or mailed to you at home after completion of services.
- Progress on your individualized service plan.
- Your communication with your clinician.
- Stakeholder Suggestion Box.

When clients are satisfied with services, they are more likely to adhere to their individual service plans and stay in treatment. Recent surveys indicated that 100% of surveyed clients believe that Red Rock staff are available and friendly and 98% would recommend Red Rock to a friend who needed services. Additionally, 96% of discharged patients feel they are better able to take care of their needs and 95% reported getting along better with family.

ACHIEVEMENT OF OUTCOMES

Besides determining the satisfaction of clients and other stake-holders, Red Rock measures the effectiveness, efficiency, and accessibility of the services provided. Red Rock strives to provide services that are accessible, effective, and efficient and result in improved quality of life, and stronger individuals, families, and communities. Red Rock measures outcomes through the collection of internal data, state and federal data, and data collected by the Oklahoma Department of Mental Health and Substance Abuse Services. Data is compiled into quarterly reports that are reviewed by Red Rock's Management Team, Operations Committee, and the governing Board.

WHAT ARE SEXUALLY TRANSMITTED DISEASES (STDs)?

STDs, also called sexually transmitted infections or STIs, are diseases that you get by having intimate sexual contact, that is having sex (vaginal, oral, or anal intercourse), with someone who already has the disease.

What are the different types of STDs?

Researchers have identified more than 20 different kinds of STDs, which can fall into two main groups, STDs caused by Bacteria and STDs caused by Viruses.

(1) STDs Caused by Bacteria

These diseases can be treated and often cured with antibiotics. Some bacterial STDs include: chlamydia, gonorrhea, trichomoniasis, and syphilis.

Chlamydia and Gonorrhea

Chlamydia and gonorrhea can be cured with antibiotics.

Teens with these diseases may have no symptoms or may have vaginal or penile discharge, itching, pelvic pain, joint pain, or sore throat.

These diseases can spread to the uterus, fallopian tubes, and ovaries, causing severe illness, pain, and even infertility.

Syphilis

The disease may have no symptoms, but sometimes a painless, smooth sore on the genital area can be an early sign of Syphilis.

If found early, by the use of a blood test, syphilis is treated easily with antibiotics.

If not treated, all signs may disappear, but may return years later in advanced stages that can cause severe disease.

Trichomoniasis

Trichomoniasis infection can cause an unpleasant smelling discharge and vaginal discomfort and can be seen with other STDs. It can be cured with antibiotics.

(2) STDs Caused by Viruses

These diseases can be controlled, but not cured. If you get a viral STD, you will always have it. Some viral STDs include: HIV/AIDS, genital herpes, genital warts, human papilloma virus (HPV), hepatitis B virus, and cytomegalovirus.

Human Papilloma Virus (HPV)

HPV is a common virus in teens that can cause genital warts and may lead to some types of cancers of the cervix and vulva.

- Warts may show up long after infection and may come and go for many years.
- While there is no cure for the virus, there are several treatments available for the warts.

Human Immunodeficiency Virus (HIV)

Human Immunodeficiency Virus (HIV) is the virus that causes Acquired Immunodeficiency Syndrome (AIDS).

- HIV enters the blood stream through body fluids and invades and kills cells of the immune system, which lead to AIDS.
- Although new medicines may slow the progression of HIV/ AIDS, there is no cure and the disease usually results in death.

Who is a risk for STDs?

- Individuals that have unprotected sex or close sexual contact with another person.
- Individuals that have had or whose partner have had sex with another person.
- Individuals that have had sex with someone with an STD.
- People that have had a previous STD.

What are the symptoms of STDs?

The symptoms vary among the different types of STDs. Some examples of common symptoms include:

- Unusual discharge from the penis or vagina
- Sores or warts on the genital area
- Burning while urinating
- Itching and redness in the genital area
- Anal itching, soreness, or bleeding

If you are having any of these symptoms or think you might have an STD, talk to your health care provider.

How can STDs be prevented?

The only way to ensure that you won't get infected is to not have sex. This means avoiding all types of intimate sexual contact.

If you are sexually active, you can reduce your risk of getting STDs by practicing "safer sex." This means:

- Using a condom for vaginal, oral, and anal intercourse—every time
- Knowing your partner and their STD status and health
- Having regular medical check-ups, especially if you have more than one sexual partner

STD testing and treatment for select STDs is available to you and your family members at your local county health department.

Oklahoma State Department of Health <https://www.ok.gov/health/>

1-800-522-0203

FACTS YOU NEED TO KNOW ABOUT HIV/AIDS

What is HIV? HIV stands for Human Immunodeficiency Virus. It is a virus that kills the body's T-helper cells that fight infection and disease.

What is AIDS? AIDS stands for Acquired Immunodeficiency Syndrome. It is the disease you can get if HIV destroys your body's immune system. The body can no longer fight off viruses, bacteria, parasites or other invaders that cause life-threatening diseases.

How does a person get HIV? Anyone can get HIV. HIV can be passed during direct contact with semen, pre-cum, vaginal secretions, breast milk or blood of an infected person. This can happen through:

- Unprotected sexual activity-vaginal, anal or oral sex with an infected person, male-to-female, female-to-female, or male-to-male.
- Sharing needles, syringes or other drug equipment used to prepare and inject drugs with an HIV-infected person.
- Direct blood contact with an infected person through cuts, sores, needle sticks, or blood transfusions between 1978-1985.
- Babies born to women with HIV can be infected before or during birth and through breast-feeding. HIV is not transmitted through air, food, water, insects, or casual contact (touching, coughing, sneezing, eating, drinking or being around an infected person).

What are the symptoms of AIDS? The symptoms of AIDS are usually caused by the infections, cancer or disease that are the result of the destruction of the immune system. These symptoms include:

- Unexplained, extreme weight loss
Purple or discolored sores or growths on the skin or mucous membranes
- Chronic yeast infections in the throat (Thrush) or vagina
- Progressive shortness of breath
- Cervical Cancer
- Recurrent pneumonia or unusual infections
- Tuberculosis
- Confusion, loss of memory, inability to concentrate and loss of coordination.

How can I reduce the risk of contracting HIV? HIV is passed through direct contact with semen, pre-cum, vaginal secretions, breast milk or blood through a break in the skin or mucous membrane. This occurs most commonly through vaginal, anal or oral sexual contact or sharing needles or other drug equipment. Protect yourself by doing the following:

- Not having sex and not sharing needles is the best protection.
- Maintain a sexual relationship with one uninfected person who has no other partners and does not use injectable drugs.

- Do not share needles or other equipment used for injecting drugs, tattooing or body piercing.
- Always use sterile needles and syringes.
- Always use a new latex condom (rubber) each time you have any sexual contact.
- Internal latex condoms for women and latex mouth guards are also available.
- Use a water-based lubricant with latex condoms. Never use oils, Vaseline, or body lotion as these may cause the condom to break.
- Avoid any direct contact with semen, pre-cum, vaginal secretions, breast milk or blood. Using latex or vinyl gloves, contaminated areas should be thoroughly cleaned with an approved disinfectant or bleach.

Red Rock offers convenient, anonymous and confidential HIV counseling, testing, and referral at our main office located at 4400 N. Lincoln Blvd., OKC, OK 73105 and at Expressions Community Fellowship situated in our outreach location at 4010 N. Youngs Blvd., OKC, OK 73112.

Additionally, Red Rock will provide a referral to a testing site that is most convenient for you and your family. Additional Counseling and Education are available for the consumer and their partner.

Oklahoma HIV/AIDS Hotline 1-800-535-AIDS (2437)

FACTS YOU NEED TO KNOW ABOUT TUBERCULOSIS (TB)

What is TB? TB is a disease caused by mycobacterium tuberculosis. The bacteria usually affects the lungs but can attack other parts of the body.

How does a person get TB? Tuberculosis is spread through the air. The bacteria gets into the air when they cough, sneeze, talk, or laugh. To become infected, the person usually needs to be exposed for a long time to air containing many TB bacteria. TB cannot be contracted through handshakes, sitting next to the person, or sharing dishes and utensils.

What is latent TB and what are the symptoms? In most people who become infected, the body's immune system is able to fight the TB bacteria and stop them from multiplying. The bacteria are not killed, but they become inactive and are stored harmlessly in the body. People with latent TB have no symptoms and cannot spread infection to others. Latent TB will provide a positive skin test reaction and can develop in TB Disease later in life if not treated.

What is TB Disease and what are the symptoms? TB bacteria become active if the immune system can't stop them from growing. Some people develop TB disease soon after becoming infected while others may develop the disease months or years later.

Symptoms may include:

- A bad cough that lasts longer than 2 weeks
- Pain in the chest
- Coughing up blood or sputum

- Weakness or fatigue
- Usually have a positive skin test and/or abnormal chest x-ray.
- Sweating at night
- Fever/chills

How can I get tested for TB? A TB skin test and/or x-ray is the only way to be tested. You can get a TB skin test at any Health Department Office. You should get tested if:

- You spent time with a person known or suspected to have TB disease;
- You have HIV infection or another condition that puts you at high risk;
- You are from a country where TB disease is very common (most countries in Latin America and the Caribbean, Europe, and Russia);
- You inject drugs; or
- You live somewhere in the U.S. where TB is more common (homeless shelters, migrant farm camps, prisons, or nursing homes).

Free TB testing is provided at many local County Health Departments. Red Rock will provide a referral to a testing site that is most convenient for you and your family members.

Oklahoma State Department of Health <https://www.ok.gov/health/>

(405) 426-8000 | toll free: 1-800-522-0203

FACTS YOU NEED TO KNOW ABOUT HEPATITIS

What is Hepatitis? Hepatitis is a viral disease that causes inflammation of the liver. At this time there are five hepatitis viruses known to affect the liver: A, B, C, D, and E. The most common types are Hepatitis A, Hepatitis B, and Hepatitis C.

Viral hepatitis is the leading cause of liver cancer and the most common reason for liver transplantation. An estimated 4.4 million Americans are living with chronic hepatitis; most do not know they are infected. While there are vaccines for hepatitis A and hepatitis B, there is no vaccine for hepatitis C.

Type A symptoms are often similar to a stomach virus. But most cases resolve within a month. Hepatitis B and C can cause sudden illness. However, they can lead to liver cancer or a chronic infection that can lead to serious liver damage called cirrhosis.

How does a person get Hepatitis A? Hepatitis A virus (HAV) is spread by eating food or drinking beverages that have been contaminated with the feces of an infected person. You can also get infected through close contact with a person who has hepatitis -- for example, by changing a diaper or through sexual contact. Poor sanitation and poor hygiene increase the risk.

What are the symptoms of Hepatitis A? The effects of HAV infection differ from person to person. Generally, older people have more severe symptoms than children. Symptoms may include fever,

malaise, fatigue, appetite loss, nausea, abdominal pain or discomfort, diarrhea, dark urine and jaundice (yellowing of the skin and eyes).

How can I reduce the risk of contracting Hepatitis A? Hepatitis A vaccine can prevent HAV infection. Two doses are needed six to 18 months apart to ensure long-term protection. Wash produce well before eating, even if you plan to peel it. You can also get hepatitis A by drinking contaminated water. Boil river or lake water. Using a public restroom? Flush with your foot and use a paper towel to turn off the faucet and open the door on your way out.

How does a person get Hepatitis B? The Hepatitis B virus (HBV) is found in the blood and body fluids of infected people and is most often spread among adults through sexual contact or by sharing needles and other drug paraphernalia with an infected person. HBV can also be spread from an HBV infected mother to her infant during birth.

What are the symptoms of Hepatitis B? HBV can often be a “silent disease” that effects people without making them feel sick. Symptoms may include loss of appetite, tiredness, stomachache, joint pain, yellowing of the skin, dark urine, fever, and nausea. People with chronic HBV infection usually do not feel sick for many years, but eventually develop serious medical conditions like cirrhosis or liver cancer.

How can I reduce the risk of contracting Hepatitis B? Hepatitis B vaccine can prevent HBV infection. The vaccination series is usually given as three doses over a six-month period. Having sex with someone who has HBV is a major cause of new infections. The hepatitis B virus can be found in an infected person's blood, vaginal fluid, or semen. Short of abstinence, being vaccinated is the surest way to avoid being infected by your partner. Latex condoms and dental dams may help reduce your risk as well.

What are the symptoms of Hepatitis C? The effects of HCV infection differ from person to person. Generally, older people have more severe symptoms than children. Symptoms may include fever, fatigue, appetite loss, nausea, jaundice (yellowing of the skin and eyes), and muscle and joint pain.

How does a person get Hepatitis C? Hepatitis C is primarily transmitted by exposure to blood containing the Hepatitis C virus (HCV). Transmission rarely occurs from exposure to other infected body fluids, such as semen.

Often it is spread by sharing needles and other drug paraphernalia with an infected person, but can be spread through blood transfusions and needle sticks with contaminated blood. HCV can also be spread by sharing razors, toothbrushes or nail clippers where blood from an infected person is present, and from an infected mother to her child at birth. It can also be transmitted from tattoos and piercings that used infected ink or needles.

How can I reduce the risk of contracting Hepatitis C? There is no vaccine for Hepatitis C. If you are using drugs, ask your health provider about drug treatment and needle exchange programs. If you have multiple sex partners, use a condom or barrier method every time you have sex. Do not share razors, toothbrushes, or other personal items that can be contaminated with blood.

Free Hepatitis testing and vaccination is available at many local County Health Departments. Red Rock will provide a referral to a testing site that is most convenient for you and your family members.

Oklahoma State Department of Health <https://www.ok.gov/health.html>
(405) 426-8000 | toll free: 1-800-522-0203

FACTS YOU NEED TO KNOW ABOUT TOBACCO USE

The most recent data indicates that 50% of all psychiatric consumers smoke. In addition, it is estimated that between 70% and 90% of all consumers with a severe mental illness and/or co-occurring disorder smoke. Smoking or chewing tobacco stimulates the habitual user, creating a pleasurable feeling much like a high. Many people don't know they are addicted to cigarettes and other tobacco products. Nicotine is an addictive chemical in tobacco products. Tobacco use is associated with increased risk for the following:

- Heart attack, stroke, and cardiovascular disease
- Bronchitis, pneumonia, and emphysema
- Cancer of the lungs, mouth, throat, larynx, esophagus, stomach, pancreas, uterus, cervix, kidney, bladder, and some forms of leukemia.
- Reproductive complications such as, miscarriage, premature birth, birth defects, and especially, low birth weight babies and babies with developmental problems.

If you want to stop using tobacco products, Red Rock will provide additional information on the effects of using tobacco products as well as linkage and referral to cessation programs.

Want to quit smoking?

www.okhelpline.com

1-800-QUITNOW (1-800-784-8669)

Services are also available in Spanish (1-855-335-3569)

RED ROCK IS A TOBACCO FREE CAMPUS

To fully comply with the ODMHSAS' policy on tobacco, each Red Rock campus is considered to be a Tobacco Free Campus which means that visible possession and use of tobacco products are prohibited anywhere on Red Rock property. Tobacco products are defined as any nicotine delivery product or device that is not approved by the U.S. Food & Drug Administration (FDA) for the purpose of nicotine dependence treatment; including, but not limited to:

- Cigarettes
- Cigars
- Snuff
- Chewing Tobacco
- Electronic Cigarettes
- Vaping Devices
- **Medical Marijuana** - All smokeable, vaporized, vaporable, and e-cigarette Medical Marijuana and Medical Marijuana products smoked by a client with a Medical Marijuana card are subject to the same restrictions for tobacco under Section 1-1521 et. seq. of Title 63 of Oklahoma statutes, commonly referred to as the "Smoking in Public Places and Indoor Workplaces Act."

Red Rock appreciates your assistance in keeping its campuses TOBACCO FREE.

ILLICIT AND LICIT DRUGS

The police or sheriff's department may be notified when illicit or inappropriately obtained prescribed (licit) drugs are found on a client or on Red Rock premises.

Poison Helpline 1-800-222-1222

Notice of Nondiscrimination

Red Rock Behavioral Health Services:

1. Ensures that no individual is denied services, including, but not limited to crisis management services, because of inability to pay, race, color, sex, sexual orientation, age, national origin, disability, religion, or gender identity.
 2. Provides appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities;
 3. Provides language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner, when such services are necessary to provide meaningful access to individuals with limited English proficiency.
- Please let a staff member know if you need assistance with resources noted in 2 and 3 above.
 - You may also contact our Corporate Compliance Officer, Katherine Harris at 405-424-7711.
 - If you believe your rights have been violated, please note our grievance procedures located in this booklet.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Are you a victim of violent crime?

The Crime Victims Compensation Act provides a way to help victims of violent crime. All of the money given to victims comes from federal and state offenders through fines and penalties.

An arrest of the offender does not have to take place in order to be eligible to file a claim; however, the victim/claimant is expected to fully cooperate in the apprehension, investigation and prosecution of the offender.

Eligible claimants are the victim, a dependent of a deceased victim, or a person authorized to act on behalf of a victim. Applicants must meet the following:

1. The crime must have occurred in Oklahoma.
2. The crime must have been reported to law enforcement within 72 hours of the incident. The Board or administrator may find good cause for failure to report within this period. Exceptions are always made for child victims.
3. The claim for compensation must be filed within one year of the crime-related injury of the victim.
4. The claimant is required to fully cooperate with police, prosecution and other law enforcement entities during the investigation and prosecution of the offender.

5. Compensation shall not be awarded to a claimant if it would benefit the offender or an accomplice, and the claimant must not have been the offender or accomplice.
6. Compensation that could be awarded to a claimant shall be reduced or denied, depending on the degree of responsibility for the injury or death that is attributable to the victim.

This fund can provide money for funeral expenses, lost wages, counseling, medical expenses, rehabilitation, loss of support, replacement services, crime scene clean up and future economic loss as related to the crime.

For more information visit http://www.ok.gov/dac/Victims_Services/Victims_Compensation_Program/

Red Rock Hours & Contact Information

Outpatient locations are open 8-5 Monday-Thursday; 8-4 on Friday;
Evening or weekend appointments are available as needed.

Red Rock Access Center 405-424-7711 or toll free 1-855-999-8055

OKC Metro Outpatient (OP)

4400 N. Lincoln Blvd.
OKC 73105
405-424-7711 (V/TDD)

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Community Housing

MAT Clinic

4300 N. Lincoln Blvd.
OKC 73105
405-425-0409; 405-245-0170

MAT Clinic provides outpatient Medication Assisted Treatment for persons with opioid and other substance use disorders.

Planet Rock

4130 N. Lincoln Blvd.
OKC 73105
405-267-3246

Planet Rock provides outpatient therapy, peer support & wellness services for infants, children, adolescents, youth, families, Systems of Care

Expressions

2245 NW 39th Street
OKC 73112
405-521-0897

Outpatient Therapy and free HIV and Hep C testing

PACT Program OKC

4420 N. Lincoln Blvd.
OKC 73105
405-425-0341

PACT is a Program of Assertive Community Treatment—outreach oriented, service delivery for people with severe & persistent mental illnesses & those with co-occurring disorders, who are most at-risk of psychiatric crisis, hospitalization, and involvement in the criminal justice system

Chandler OP

112 N. McKinley
Chandler 74834
405-258-3040

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care

Chickasha OP

West 804 Choctaw
Chickasha 73018
405-222-0622

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care

Elk City OP / URC

3080 W. Third
Elk City, OK 73648
OP: 580-225-5136
URC: 580-303-9515

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, AOD/DUI evaluations, MAT services, Drug Court

<p>Hobart OP 216 S. Main Street Hobart 73651 580-726-2452</p>	<p>Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, AOD/ DUI evaluations</p>
<p>Kingfisher OP 107 N Main Kingfisher 73750 405-776-0500</p>	<p>Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, Drug Court</p>
<p>Norman OP 900 N Porter Ave #110 Norman 73071 405-914-4850</p>	<p>Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness</p>
<p>Shawnee OP 101 North Union Shawnee 74801 405-275-7100</p>	<p>Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, Mental Health Court</p>
<p>Watonga OP 216 A Street Watonga 73772 580-623-7199</p>	<p>Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, MAT Services</p>
<p>Weatherford OP 2250 N. Airport Road Weatherford 73096 580-375-6300</p>	<p>Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, MAT Services, Drug Court</p>
<p>Yukon OP 1501 Commerce Yukon 73099 405-354-1928</p>	<p>Drug Court, Regional Prevention Coordination</p>

Norman Crisis Unit	Weatherford Crisis Unit	Shawnee Crisis Unit	Children's Crisis Unit
900 E Main St. Bldg 52	2250 N. Airport Rd.	1420 N Harrison Ave.	4404 N. Lincoln Blvd.
Norman, OK 73070	Weatherford, OK 73096	Shawnee, OK 74801	OKC, OK 73105
405-307-4800	580-375-6300	405-214-4777	405-425-0333

Notice of Privacy Practices



Your Information.

Your Rights.

Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

Your Rights

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations.
 - We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
 - We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on the back page.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you	<ul style="list-style-type: none">• We can use your health information and share it with other professionals who are treating you.	<i>Example: A doctor treating you for an injury asks another doctor about your overall health condition.</i>
Run our organization	<ul style="list-style-type: none">• We can use and share your health information to run our practice, improve your care, and contact you when necessary.	<i>Example: We use health information about you to manage your treatment and services.</i>
Bill for your services	<ul style="list-style-type: none">• We can use and share your health information to bill and get payment from health plans or other entities.	<i>Example: We give information about you to your health insurance plan so it will pay for your services.</i>

By Oklahoma law we are required to notify you that your health information, used or disclosed as described in this *Notice of Privacy Practices*, may include records which may indicate the presence of a communicable or venereal disease which may include, but are not limited to, diseases such as hepatitis, syphilis, gonorrhea and the human immunodeficiency virus, also known as Acquired Immune Deficiency Syndrome (AIDS).

WHEN WE MAY NOT USE/ DISCLOSE YOUR HEALTH INFORMATION

Except as described in this *Notice of Privacy Practices*, this agency will not use or disclose health information that identifies you without your written authorization. If you do authorize this agency to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time. Revocation will only be effective for future uses and disclosures and is not effective for any information that may have been released prior to receiving your written revocation.

Our Uses and Disclosures

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

- We can share health information about you for certain situations such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Comply with the law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

- We can share health information about you with organ procurement organizations.

Our Uses and Disclosures

Work with a medical examiner or funeral director

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

- We can use or share health information about you:
 - For workers' compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities authorized by law
 - For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Red Rock may also disclose your health information with Health Information Exchanges (HIE). Information is shared with an HIE for use by other health providers in your treatment. You have the right to request in writing that your PHI be restricted from disclosure to an HIE.

CLIENT ACCESS to RECORDS

To obtain access to an electronic or paper copy of your health information, with limited exceptions, a reasonable fee may be charged for making copies. Under current Oklahoma law, fees of \$1.00 for the first page and 50¢ per page for following pages are allowed. We may also charge for postage if the copies are to be mailed. If we deny your request for access or copies, you will be told of your rights to appeal our denial. Contact Red Rock's Medical Records, 405-425-0429 for access to your record.

To request that we amend your health information you believe is incorrect or incomplete. Your request to amend must be in writing and include the reasons you believe the information is inaccurate or incomplete. We are not required to change your health information and if we do not, we will provide you with information about this agency's denial and how you can disagree with the denial. You also have the right to request that we add to your record a statement of up to two hundred and fifty (250) words concerning any statement or item you believe to be incomplete or incorrect.

OBLIGATIONS OF RED ROCK

Red Rock Behavioral Health Services will:

- maintain the privacy of your confidential health information,
- provide you with this notice of our legal duties and privacy practices with respect to your health information,
- abide by the terms of this notice,
- notify you if we are unable to agree with a requested restriction on how your information is used or disclosed,
- accommodate reasonable requests you make to communicate health information by alternative means or alternative locations, and
- obtain your written authorization to use or disclose your health information for reasons other than those listed above and permitted under law.

We reserve the right to change or amend this *Notice of Privacy Practices* at any time in the future. After an amendment is made, the revised *Notice of Privacy Practices* will apply to all health information that we maintain. A copy of any Revised *Notice of Privacy Practices* will be made available to you at each appointment.

Red Rock does not share substance use treatment information about you without your written permission.

CONFIDENTIALITY OF RECORDS OF CLIENTS SEEKING SERVICES FOR TREATMENT OF SUBSTANCE USE DISORDERS

The confidentiality of client records of persons seeking services for treatment of substance use disorders maintained by this program is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a client attends the program, or disclose any information identifying a client as an alcohol or drug abuser *Unless*:

1. The client consents in writing;
2. The disclosure is allowed by a court order; or
3. The disclosure is made to healthcare personnel in a healthcare emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.

COMPLAINTS

You will not be penalized for filing a complaint. Complaints about this *Notice of Privacy Practices* or how this agency handles your health information should be directed to:

RRBHS Attn: Privacy Officer
4400 North Lincoln Blvd. Oklahoma City, OK 73105
(405) 424-7711

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

The Department of Health and Human Services
Office of Civil Rights
Herbert H. Humphrey Building, Room 509 F 200 Independence Avenue, S.W. Washington, D.C. 20201
1-877-696-6775

www.hhs.gov/ocr/privacy/hipaa/complaints/

Advance Directives

What is an advance directive? Advance directives are legal documents that allow you to convey your decisions about end-of-life care ahead of time. In a behavioral health advance directive, persons are able to express their preferences on where to receive care and what treatments they are willing to undergo.

A good advance directive describes the kind of treatment you would want depending on your symptoms and preferences. A good behavioral health advance directive identifies person(s) to serve as an agent or representative who is trusted and legally empowered to make healthcare decisions on your behalf. Decisions may include the use of all or certain medications, preferred facilities, and listings of visitors allowed in facility-based care.

Medical Advance Directive would describe what kind of care you want if you have an illness that you are unlikely to recover from, or if you are permanently unconscious. Advance directives usually tell your doctor that you don't want certain kinds of treatment. However, they can also say that you want a certain treatment no matter how ill you are.

A **living will** tells how you feel about care intended to sustain life. You can accept or refuse medical care. There are many issues to address, including:

The use of dialysis and breathing machines

- If you want to be resuscitated if breathing or heartbeat stops
- Tube feeding
- Organ or tissue donation

Why should I consider advance directives? They provide a way for you to communicate your wishes to family, friends, and health care professionals. They also help to avoid confusion with these people in your life.

Should I have an advance directive? By creating an advance directive, you are making your preferences about medical care known before you're faced with a serious injury or illness. This will spare your loved ones the stress of making decisions about your care while you are sick. Any person 18 years of age or older can prepare an advance directive.



Peggy Cunningham, President Oklahoma Mental Health Council

Verna Foust, Chief Executive Officer Red Rock BHS

**Katherine Harris - 405-419-3046
Red Rock BHS Corporate Compliance Officer**

Linda Johns - 405-425-0381 Grievance Administrator

Visit our website at www.red-rock.com

Organizational description, agency mission, fee schedules, and annual goals and outcomes are available upon request.

Red Rock is funded, in part, by the Oklahoma Department of Mental Health and Substance Abuse Services.



OKLAHOMA
**Mental Health &
Substance Abuse**

